



Job Title:	Technical Account Manager	Job Category:	Technical support / sales
Location:	Home office / Norcross, GA	Travel Required:	Yes (75%)
HR Contact:	Kristof Schwarz	Position Type:	Full-time
		Date posted:	12/8/2020

Applications Accepted By:

E-mail: kschwarz@blankecorp.com	Mail: Kristof Schwarz Blanke Corporation 5901 Goshen Springs Road, STE A1 Norcross, GA 30071
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Job Description

Role

You will be the missing piece to a great and motivated team. As our technical account manager, you will be working two roles simultaneously. One, being the technical support for all customers, potential buyers and sales reps via phone and email. Second, travel nationwide to promote Blanke, demonstrate product installations and educate contractors, customers' sales personnel and independent sales reps.

Responsibilities

- Provide pre-sales demonstrations and product education, and after-sales support services
- Provide timely and effective solutions aligned with clients' needs
- Provide product education and advice for customers and sales rep team
- Travel with distributor sales representatives as well as travel alone to visit distributors, potential new accounts and contractors
- Meet regular targets and coordinating technical projects
- Attending trade shows, conferences and other marketing events
- Develop educational content for online training
- Technical support of independent sales rep team to achieve sales targets
- Establish productive and professional relationships with key personnel in customer accounts
- Monitor and analyze market/industry developments and suggest improvements
- Stay up-to-date with new product launches, technical specifications and ensure sales team members and customers are on board
- Preparing reports for Blanke Corp.

Requirements and qualifications

- Previous working experience in technical support/sales for 3-5 year(s)
- Great technical, communication and presentation skills
- Technical product and industry know-how (building materials)
- Excellent organizational and time management skills
- Customer oriented
- Knowledge of target market industries and industry leader's products

With everything we do at Blanke, we pursue our goal to help and support everybody in the tile industry to do their job well - whether it is through high-quality products that are easy to install and add value and protection to every installation, or exceptional customer service to provide information and guidance. We are looking forward to adding you to our great team.