

Metals Segment Manager – North America

DEPARTMENT: Commercial

REPORTS TO: VP of Commercial

TYPE OF POSITION: FULL TIME PART TIME

HOURS PER WEEK: 40+

SUMMARY:

The Metals Segment Manager is responsible for developing a clear strategy and the tactics to execute on Additive Metal Printing across varying markets. Establishes GKN Additive as the leading AM Metal Manufacturing company with suppliers. Facilitates strategic partnerships and/or joint ventures. The Metals Segment Manager is responsible for all commercial and sales activity and delivering to the budget. They will provide leadership and support to our Business Development and Engineering teams. The Metals Segment Manager will take ownership of revenue generation, develop new opportunities, manage pipeline, create and execute account strategies, close large enterprise-level deals with F500/F100-level organizations, and manage the customer experience. The Metals Segment Manager leads the Metals commercial team to ensure execution to the strategy.

RESPONSIBILITIES:

- Prioritize needs for the Metals segment to ensure the team is executing as necessary.
- Serve as the lead technical liaison for GKN Additive in North America for our customers and Commercial team.
- Serve as a trusted technical advisor in the sales process.
- Understand the customer's business objectives and how our products solve their needs.
- Participate in product presentations, act as a subject matter expert on Metal 3D Printing and lead initial project qualifications/validations.
- Identify and target key customers that focus on our companies' offerings.
- Identify emerging market needs.
- Develop assets and product tools to enable customer solutions.
- Work closely with the Metals team in identifying and curating relationships with both existing and "Big Game" customer targets.
- Visit site locations to support and build strong, long-lasting relationships.
- Review and assess customer requirements, quality objectives, files, and drawings/prints.
- Create Statements of Work (SOW), Long Term Agreements (LTA) and Strategic Alliances (SA) with customers to support long term relationships.
- Manage to the sales budget to ensure long term sustainability.



- Focus on developing the production work specifically with additive manufacturing technologies in laser AM and metal binder jetting.
- Perform risk analysis and develop project scope and objectives.
- Understand customer needs and issues.
- Focus on building lasting relationships through a consultative approach, winning for the long-term.
- Other duties, tasks, and responsibilities that may be assigned at any time.

COMPETENCIES:

- Team player – driven by team and individual success.
- Strong written and verbal communication skills.
- Expert-level knowledge of sector technology and processes.
- Leadership, teambuilding, and mentoring skills.
- Excellent communication, interpersonal, and conflict resolution skills.
- Critical thinking and problem-solving skills.
- Data analytics skills and experience.
- Keen attention to detail.
- Flexible thinking, including the ability to pivot and try new approaches when faced with challenges.
- Organizational, planning, and documentation skills.
- Proficiency using presentation software to explain complex information to non-technical management personnel and other stakeholders.
- Ability to work on multiple projects in various stages simultaneously.
- Experience using process improvement tools such as FMEA, PPAP, APQP, Control Plans, IQ/OQ/PQ.
- Knowledge of or experience working in IATF 16949 and ISO9001 environments.
- Six Sigma green belt or black belt a plus.
- Solidworks, Solidview, or other 3D CAD software experience.

SUPERVISORY RESPONSIBILITY:

Metals segment employees as assigned.

WORK ENVIRONMENT:



This job operates in a professional office environment. Onsite and Remote.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

POSITION TYPE/EXPECTED HOURS OF WORK:

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m., although some evening work may be required for events. A flexible work schedule or location can be accommodated on an individual basis.

TRAVEL:

Some travel (~50%) required for events, meetings, and customer activities.

EDUCATION / EXPERIENCE REQUIREMENTS:

- Experience in product development life cycles.
- BA/BS Degree in Business Administration or Technical fields, Mechanical Design / Manufacturing / Materials, or equivalent experience preferred.
- Industry knowledge in automotive a plus.
- Experience with 3D Printers and/or within the Additive Manufacturing industry.
- Broad based technical and business knowledge in a manufacturing environment.
- Rapidly process and comprehend substantial amounts of detailed information, consider the implications and consequences of new data, and then make strategic decisions.

WORK AUTHORIZATION/SECURITY CLEARANCE (if applicable):

Must be able to work in the US.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.