

MANAGER, TECHNICAL ACCOUNTS



Job Summary

The Manager, Technical Accounts is a supply chain expert who provides customers and potential customers with solutions to their supply chain challenges. To achieve this, the Manager, Technical Accounts will partner with customers to examine the current supply chain, act as a consultative resource for supply chain improvement, and educate the customer about D.W. Morgan solutions that will fulfill that need. This role requires both deep supply chain knowledge and an understanding of the sales process and related techniques. This position reports to Director, Special Projects.

Essential Functions and Responsibilities

- Actively participates as part of the sales team as a key contributor.
- Uses supply chain expertise to partner with customers, and customers' partners to find solutions to their supply chain challenges.
- Insures partnership alignment with customers and acts as customer advocate by creating a shared vision with the customer.
- Synthesizes complex and sometimes ambiguous concepts into easily understandable language
- Creatively develops mutually beneficial new business models.
- Takes ownership of the processing of and responses to any Request for Proposal of Information from customers and potential customers and all of the follow-ups required to sell the project. For example:
 - Creates and manages an internal team to respond to the customers' requests.
 - Acts as the subject matter expert on the team, provides in-depth analysis for the proposal and any follow-up inquiries.
 - Ensures proposal and presentation quality and relevance.
 - Navigates the customers' political landscapes to identify and win over key decision makers early in the pursuit process.
 - Engages executive management with the customer as appropriate.
 - Assist Sales in final negotiations and signing customer contracts.
- Uses operational and supply chain expertise to strengthen organizational success by helping to implement operational improvements, optimize the supply chain, and improve customer satisfaction across the customers' supply chain.
- Provides mentoring and counsel to customers' account teams to continually improve the relationship with customers.
- Develops solutions and implements them across various functional areas and supply chain partners.
- Assists customers in delivering significant improvements in all supply chain key performance indicators.
- Act as an internal supply chain expert.

Qualifications & Skills

- 10-15 years of experience in transportation, manufacturing or supply chain management. (experience in technology or communications industries preferred). Direct manufacturing experience preferred. Import/export experience necessary.
- 5 years of proven success in consulting on and/or selling large-scale, complex projects preferred.
- Experience in 3PL environments.

MANAGER, TECHNICAL ACCOUNTING (CONTINUED)



- Consulting or high-level partnership experience involving many different partners and divisions
- Broad business knowledge- understands business from end to end
- Experience managing teams of peers and direct reports
- Successful track record of high-level analysis and model creation
- Ability to effectively communicate and persuade through many levels of the organization from the manager level to the C-Suite
- High-level analytical and presentation skills
- High level of technological proficiency required
- Excellent communication skills both written and oral in English. Spanish or Mandarin language skills in addition preferred

Education

- Bachelor's degree in Supply Chain Management, Operations, Business, Industrial Engineering or equivalent experience
- MBA in Supply Chain Management or Operations preferred