



Hitachi Metals America, Ltd.

Job Description

Title:	Technical Support Coordinator, Tool Steel (working title)	FLSA Status:	Exempt
Department:	Hitachi Metals America	Job Code:	09_E001
Reports To:	Executive Director, Tool Steel Sales	Location:	Chicago, Detroit or other Midwest location
Approval:	VP HR	Travel Requirement:	30 to 50%

Job Summary:

To contribute to Hitachi Metals America's (HMA) vision of contributing to society by developing and providing environmentally friendly leading-edge materials, technologies, products, and services. The position is responsible for supporting and executing sales strategy for Tool Steel products and is responsible for technical leadership throughout sales process, serving as primary technical interface between customers and factory/suppliers and supporting new business development strategies.

Essential Job Functions:

- Determines technical needs, supports promotion of products and increases business for assigned accounts
- Makes customer visits accompanied with senior management or sales associates as well as solo visits to customers as needed
- Train other sales colleagues in technical matters of describing benefits and features of various star grade steel products
- Manages technical requirements for sales programs, from prototype to production
- Interface with mill staff to convey local market needs and work cohesively with product development issues
- Coordinates with R&D and engineering about technical requirements and issues
- Serves as liaison between customers and vendors/suppliers/factories throughout product lifecycle for issues related to pricing, quality, design, costs, and delivery
- Provides overall support to multiple internal and external cross-functional groups
- Uses personal judgment and initiative to develop solutions to issues re: sales, customer service, and marketing
- Networks within industry, customer base, suppliers, and partner companies

Secondary Job Functions:

- Serves as escalation point for issues related to technical matters
- Plans, schedules, and coordinates meetings with customers and suppliers

Experience & Education:

- BS or MS in materials science, metallurgy from a 4-yr college or university (required)
- Experience in studying tool failures related to substrate steel materials (preferably stamping dies and die casting familiarity)
- Experience with customer interaction (making presentations) on technical matters
- Ability to interpret metallography reports
- Understanding of related steel issues such as tool coating and heat treatment
- Willingness to attend trade shows and industry association meetings
- Working knowledge of technical issues related to commercial applications of assigned products

Knowledge, Skills & Abilities (KSAs):