



H.B. Carbide Company Job Description

Job Title: Customer Service Supervisor

Location: HB Carbide Company
Lewiston, MI

Reports to: Plant Manager

Role:

The responsibilities for this position are multi-faceted and diverse. This individual will be involved in charting and evaluating sales/customer related metrics, forecasting, business plan creation, pricing decisions, serve as liaison between HB Carbide and our strategic customers, establishment of personal relationships with customer base, including occasional visits, become knowledgeable with the industry in general and understand raw material markets and their impact. In addition, this individual will supervise both the quoting and order entry staff.

Responsibilities:

- Thorough understanding of the “HB Advantage” and what makes HB Carbide successful and different from other producers.
- Development of close personal relationships with strategic customers, including an occasional visit.
- Requires the proper personality and product knowledge to understand and communicate customer needs and requirements to manufacturing.
- Monthly reporting of sales/customer related metrics such as hit rates, average price per tool, etc.
- Ability to identify trends and assess actions within the related metrics.
- Work closely with Sales Manager and Plant Manager.
- Sales forecasting and participation in annual Business Plan creation.
- Understand as a package, the economy, customers, market conditions, competition and how they all interrelate.
- Monitoring of competitor activities.
- Provide information to our sales force with regards to new and developing products.
- Meet and/or exceed defined metrics as outlined in the Annual Business Plan.

Knowledge and Skills

- Excellent communication skills (verbal, written & listening).
- Technical mindset with a thorough understanding of effective customer interactions.
- Detail oriented.

Education Requirements

- Bachelor’s Degree in a related manufacturing field.

Experience Requirements

- 3-5 years minimum of technical experience and customer focus preferably in the round tool market.
- Previous knowledge/experience in tungsten carbide industry preferred but not mandatory.
- Strong knowledge of the round tool market, processes and operations.

Wage & Benefits Package

- We offer an extremely competitive salary.
- A comprehensive benefit package to include: Health Care, Dental Care, PTO, 401k, Profit Sharing, Tuition Reimbursement, Disability Insurance, Life Insurance, Flexible Spending Account, Vision, Wellness Program, Health Advocate and EAP Services.

Please submit resume to:

Human Resource Department
4210 Doyle Drive
Lewiston, MI 49756

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