



**Beacon Industries (Newington, CT)** is now searching for a dedicated **Customer Service / Account Manager** that will support and help manage our customer experience. The person in this role will be the conduit of information between our Client and Operations. This position is a critical component of our team, and would be ideal for a professional, energetic, and outgoing person with excellent people skills, that also understands the intricacies and challenges of the aerospace manufacturing industry.

#### **ESSENTIAL FUNCTIONS:**

The Customer Service / Account Manager will be the main point of contact for customers, and must be proactive in researching and providing information to customers in a timely fashion. Must support the production planning & scheduling process by continuously monitoring the customer portals, and frequently communication with clients to ensure our team is aware of any changes to the delivery schedule. This position will demand heavy customer interaction electronically, over the phone, and in person and will require the ability to travel and communication outside regular business hours and weekends as needed.

#### **RESPONSIBILITIES:**

- Manages the flow of information to and from the customer by providing; Quotation Information, Lead-times, Product or Service Information, Technical Assistance, Inventory Reconciliation, etc.; Professionally interfaces with Internal Departments (Engineering, Manufacturing, Quality Assurance & Production Control) on behalf of customer to ensure order integrity and on-time delivery.
- Maintains timely flow of information to and from customer. Communicates and interfaces with customers and suppliers to resolve customer inquiries and help meet production objectives and delivery deadlines. Keeps customer advised of delays as required. Provides timely responses to customer emails and general inquiries. Acts as liaison between customer and internal departments to resolve technical data or specification issues.
- Accurately and efficiently processes customer transactions; RFQ's, Orders, Schedule Changes, Engineering Changes, Inquiries and Proposals.
- Provides assistance to Accounts Receivable when billing or payment issues occur.
- Keeps detailed records of customer interactions and transactions, record details of inquiries, complaints and comments, as well as actions taken.
- Ability to monitor and track part deliveries on behalf of customers. This may include preparing customized status reports using MS Excel and Project.
- Facilitates organic growth of existing accounts by inquiring and soliciting new business opportunities from customers. Keeps ownership abreast of changes in customer strategy and business model.

#### **QUALIFICATIONS:**

AS or BS Degree in Business , Marketing or a Technical Discipline with three to five years of prior experience with aerospace or industrial component manufacturing industries (will consider individuals with significant OJT experience in lieu of a degree, who meet all other job criteria).

- Must have professional-level interpersonal, written and verbal communication skills and the desire to provide the customer with a positive buying experience; This requires the ability to communicate in a positive manner with customers and visitors both in person and by telephone at all times, regardless of the situation.
- Proficient in MS Office Suite (Outlook, Word, Excel, PowerPoint & Project)

- Must be able to understand the work environment and processes utilized to make the customers products.
- Proven ability to exercise discretion and maintain confidentiality of company-sensitive data
- Highly organized and detail oriented, with the ability to work well under pressure and be a team player attitude; Works effectively and independently with minimal supervision.

**BEACON EMPLOYEES ENJOY:**

- Career opportunities in Advanced Manufacturing
- Friendly & Professional Work Environment
- Strong Compensation Packages
- Lucrative Shift Differential Pay for 2nd shift
- Generous Paid Time Off & Paid Holidays
- Excellent Health Benefits Package
- Plus 401K & Tuition Reimbursement

If you're looking to join a company that can give you the opportunity to work with a team of skilled professionals, state of the art machinery, aerospace-grade materials, and cutting edge technology....look no further. Our production team and machinists manufacture some of the most complex parts in our industry, and now you have the opportunity to join our team!

For consideration, please send a copy of your resume to [HR@beacongp.com](mailto:HR@beacongp.com) and complete the application process.

**ABOUT US:**

Beacon Industries has built its reputations within the aerospace industry for being a world class manufacturer of major rotating components, supporting turbine-engine OEM companies around the world. We manufacture and supply our customers with the most complex components, built to their exacting standards, by some of the most experienced people in the aerospace manufacturing industry - and this is the main reason for our continued success.

For over 65 years, our customers have trusted Beacon to manufacture their products. This trust and responsibility has been earned over the years by supplying quality parts, on time, and within budget. Beacon is able to provide this level of service due to its unique capacity in Broaching, Grinding, CNC turning, and (5 axis) milling supporting the manufacturing of small and large parts alike. We have an array of supporting services in-house which include Design, Programming, and Quality Engineering support.

In addition to and in support of our these resources, Beacon has a full complement of precision machinery and conventional equipment paired with an wide selection of in-house services which include CMM, FPI & MPI NDT Inspection, Spin Balance Testing, Shot-Peening, and much more!

Beacon Industries is a privately held, woman-owned company, and is a US DOD classified small business with NADCAP, ISO9001-2008 and AS9100C certifications.

Beacon Industries offers competitive wages and benefit packages plus 401K, tuition reimbursement, and second shift differential pay.

Beacon Industries is an Equal Opportunity Affirmative Action Employer. EOE M/F/D/V

Only those who meet the minimum qualifications will be contacted for an interview.

**Please, no telephone calls from search firms or headhunters.**