



Account Manager

Location: Sydney, NS

Term: Permanent, Full-Time (Days, Evenings)

Anticipated Start Date: As Soon As Possible

About the Organization

Established in 2001, **Protocase Inc** is a rapidly expanding company that focuses on combining advances in software with advanced manufacturing techniques to offer unique custom manufacturing to the engineering, design, and research industries. Using the expertise and dedication of more than 130 employees, Protocase is proud to have a client base of over 12,000 customers throughout North America and around the globe. Customers include **Boeing, L3, Raytheon, Google, Apple, Microsoft, NASA, MIT** and many more.

To learn more about the company, visit <http://www.protocase.com>.

About the Opportunity:

Protocase is currently seeking an **Account Manager** to join its dynamic sales team in **Sydney (Cape Breton), Nova Scotia**.

Protocase's account managers are the first and primary point of contact for our 12,000+ customers around the world. These customers – engineers and designers from the upper echelon of innovation and science – depend on Protocase to manufacture custom sheet metal products from scratch that meet their design specifications, all within our signature 2-3 day turnaround time.

As an Account Manager with Protocase, you will be fielding inquiries via email and phone from engineers, designers and buyers. By answering questions about our manufacturing capabilities, you will be instrumental in helping them understand how we can make their design idea a reality with a professional quality and speed that's unmatched within the manufacturing world. You will be responsible for entering client quotes and orders into our database system, coordinating with our technical team on customers' orders before the orders move into our production facility to be manufactured, all the while keeping in contact with the customer as their order is completed.

You will achieve success by developing warm and trusting relationships with your clients, and diligently looking after their needs. This will grow your customer base, revenue, and your income.

This is primarily an inbound role; however, there will be some proactive outreach to customers from time to time.

As part of Protocase's sales team, you will also periodically travel to various territories within North America to visit customers, as well as exhibit at tradeshows.

Essential Skills:

Above all else, we are looking for dynamic candidates who enjoy interacting with people and are driven by sales goals:

- Three to five years' experience in a sales/account manager role (call center experience an asset)
- Education: Completion of high school, as well as some college/CEGEP/vocational, technical training or university
- Strong communication skills (verbal and written)
- People-driven personality
- Must be fully competent at the use of email, with experience using Microsoft Outlook
- Excellent computer skills (Microsoft Excel and the ability to learn to use new software)
- Attention to detail
- Critical thinking and problem solving
- Excellent time-management skills
- Enjoy working in a team environment
- Ability to travel (including cross-border) 2-3 times a year
- Criminal record check and security clearance
- Valid driver's licence

Some flexibility in work hours is required, as your primary work hours will match business hours in the geographical territory to which you are assigned (ranging from 10am-6pm for territories in Eastern Time zone, to noon – 8pm for territories in Pacific Time zone).

About the Benefits:

Besides a salary (and performance-based bonus structure) that ranges between \$40,000 and \$60,000 (for 40-48 hours per week), you will also enjoy the following benefits:

- Medical, Dental, Life Insurance and Group Insurance Benefits after six months
- Two weeks' vacation (three weeks' vacation at three years of employment; four weeks' vacation at five years)
- High earning potential, depending on sales performance
- Company Pension Plan and cost-shared YMCA membership after six months

Upon joining Protocase, you will find a supportive team that encourages professional development. The company often hosts seasonal BBQs, learning lunches and staff events.

How to Apply:

- Email your resume to employment@protocase.com
- Drop off your resume at our main building – 46 Wabana Court in Sydney, NS