



Account Manager (Sales)

Location: Sydney, NS

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

Anticipated Start Date: As Soon As Possible

- *Join a rapidly growing Nova Scotia company that is giving 14,000 engineers, scientists and designers all over the world the utmost in speed, simplicity and service in custom manufacturing.*
- *Use your customer service experience and superstar sales skills to answer questions and help guide Protocase customers through our custom manufacturing process.*
- *Be rewarded with a competitive annual salary and great benefits, including medical, dental, pension plan, and more.*
- *Live and work in a community that has quick commutes, affordable homes on generous plots of land, beautiful scenery and friendly people.*

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 200 employees, Protocase is proud to have a client base of over 14,000 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 14,000+ customers around the world. Our customers – engineers, scientists and designers from the upper echelon of innovation and research – depend on Protocase to manufacture custom sheet metal and CNC machined products from scratch that meet their design specifications, all within our signature 2-3 day turnaround time.

As a Protocase Account Manager, 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 anywhere else 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, company 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 areas within North America to visit your clients.

Essential Skills:

Above all else, we are looking for a dynamic candidate who enjoys interacting with people and are driven by sales goals:

- Three to five years' experience in a sales/account manager role (call center experience would be considered a major 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 specific 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
- Thrive 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 license

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 at six months
- Two weeks' vacation (three weeks' vacation at three years of employment; four weeks' vacation at five years)
- Company Pension Plan at six months
- Cost-shared YMCA membership for you and your family at three months
- Regular social events, including team lunch & learns and staff parties
- Discounted tickets for Highland Arts Theatre productions
- Access to Protocase Skybox Suite for Screaming Eagles hockey games, as well as tickets for Highlanders Basketball, Boardmore Theatre and Celtic Colours International Festival

How to Apply:

- Email your resume to employment@protocase.com (Please make sure to reference "**Account Manager**" in the subject line")
- Drop off your resume at Protocase Building 1 – 46 Wabana Court in Sydney, NS