

CURRENT JOB
OPENINGS
September 2017



INSIDE SALES REPRESENTATIVE

Commercial Department

Job Title:

Inside Sales Rep

Type of Position:

Full Time

Location:

Chesterland, Ohio

Hours:

40 week, non-exempt

Reports to:

Inside Sales/Customer
Service Manager

Job Description

Challenging opportunity for an inside sales professional for a dynamic Cleveland area company. The Company designs and manufactures and sells a line of electronic controls, igniters and safety devices for gas burning appliances, as well as producing a line of piezo ceramic products. When addressing customer needs, this position is required to effectively communicate with both the customer and internal departments, using sound judgment, in performing the tasks required to address any customer concern or requirement in a timely and effective manner. This position working in conjunction with Regional Sales Managers will act as a key communication link between our Company and our customer.

This is an excellent growth opportunity for a career minded, positive individual with energy and drive. This is a position for a talented, motivated individual who believes he or she can thrive in a dynamic, action-based environment built around 6 core values: integrity, a bias for action, customer dedication, teamwork, meritocracy, and fun.

Channel Products, Incorporated is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, age, national origin, genetic information, disability or protected veteran status.

Job Posted: August 7, 2017

Key Responsibilities

- Operate as the front-line internal interface to our customers.
- Work closely with Regional Sales Manager to effectively support customers.
- Interface with all internal customers to obtain information to support external customer inquiries.
- Provide price and lead time quotations to new and existing customers.
- Enter customer orders into the ERP system, and track internal order progress.
- Work with customers on order release scheduling and planning of production.
- Set-up new customers and manage data for existing accounts through Salesforce.com
- Monitor blanket order fulfillment progress
- Process Return Material Authorization (RMA) information to and from customers.
- Gather customer and competitive market research, utilizing all applicable resources.
- Assist in the preparation of reports for management
- Provide excellent, high quality customer service
- Other duties as assigned.

Education/Other Requirements

- High School graduate minimum
- Some college experience or 2 year degree preferred
- High energy and outgoing personality with positive attitude
- Minimum of 5 years of Industrial Inside Sales experience preferred.
- Strong analytical, math, and communication skills.
- Computer literacy – MS Word, MS Excel, MS Outlook; Understanding of an ERP system preferred
- Salesforce.com experience preferred

QUALITY MANAGER

Quality Department

Job Title:
Quality Manager

Type of Position:
Full Time

Location:
Chesterland, Ohio

Hours:
40 week, exempt

Reports to:
President

Job Description

Are you someone who thrives in a fast paced, high-energy environment committed to accelerated growth and expansion? Do you enjoy a challenge? If so, you may be the perfect candidate for the Quality Manager Position?

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Job Posted: August 28, 2017

Key Responsibilities

- Promotes quality achievement and performance improvement throughout the organization.
- Communicates and maintains a quality plan to bring the Company's Quality Systems and Policies into compliance with quality system requirements.
- Oversees the ISO 9000 certification process and assuring compliance with ISO procedures.
- Interacts with Production and Development teams to develop quality procedures and documents for new products.
- Sets clear goals and performance expectations for all direct reports that are in line with company objectivities and core values.
- Leads teams to identify and reduce internal scrap and waste from manufacturing.
- Works with the Sourcing group to establish quality requirements from external suppliers.
- Ensures compliance with national and international standards and legislation.
- Ensures tests and procedures are properly understood, implemented, and evaluated.
- Manages and maintains the Company's quality inspection and product release programs for incoming and in-process materials and components, processes, and finished goods.
- Considers the application of environmental and health and safety standards.
- Ensures the execution of corrective action and compliance with customers' specifications.
- Identifies and performs relevant quality-related training needs.
- Analyzes performance data and charts against defined parameters.

Education/Other Requirements

- Bachelor's degree in an applied science or engineering field preferred
- Experience with six sigma and other quality standards or methodologies strongly preferred
- Strong math and statistics background
- 10 years prior experience in Quality Assurance for OEM & consumer product manufacturer
- Demonstrated experience working with contract manufacturers, suppliers, or distributors
- Demonstrated exceptional written and oral communication skills
- Strong computer skills, including Microsoft Excel, PowerPoint, Word, and Access are required.
- Passion and alignment with our mission, vision, values & operating principles.
- Experience in quality management systems and yearly audit requirements