



There are 194
Countries on Earth,

*in almost every country there is
at least one of our machines.*

Known globally for its high-precision filling and closing machines, the German based groninger company is a world leader in highly sophisticated, innovative and customized solutions for manufacturers of pharmaceuticals and cosmetics. groninger USA, located in Charlotte, NC is the headquarters for our American and Canadian customer base. We offer an unparalleled work environment and outstanding career opportunities for manufacturing, sales, machine assembly, engineering, procurement and after sales support incl. field service. groninger USA LLC offers a competitive salary and outstanding benefits. Come see for yourself!

Service Account Manager

Full time position, reports to Service Team Leader



Your Tasks

- Coordinate customer projects with the customer and internally.
- Understand customer needs and groninger capabilities.
- Ensure project fulfillment tasks are completed accurately and timely.
- Track issues, escalations and resolution.
- Enter customer requests, quotes and supporting documentation in our ERP system.
- Process customer orders in our ERP system.
- Work with engineers to bid projects to customer specifications.
- Work with logistics and procurement teams to meet project delivery and customer needs.
- Travel, as needed, to customer sites to coordinate projects, ensure successful installation and close-out projects.
- Follow SOP's and workflows.
- Support the company's values and strategic goals.

Please reply to:

jobs@groningerusa.com



Your Profile

- Bachelor's degree or equivalent experience required.
- 2+ years experience handling basic project coordination tasks (planning, coordinating of projects and delivering excellent customer support) required.
- Experience with Microsoft Office and ERP systems required.
- Experience working with manufacturing industry customers preferred.
- Outstanding verbal and written communication skill- good consultative sales ability.
- Strong organizational and time management skills and ability to handle multiple tasks at once.
- Strong attention to detail.

The Ideal Candidate

- Technical understanding of packaging machinery and the packaging industry.
- German language skills a plus.
- Ability to read machine schematics and detailed technical documents.
- Technical understanding of machine function principals.

