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<b>POSITION TITLE:</b>	6064 – Foundry Sales and Service Representative
<b>DEPARTMENT:</b>	60
<b>POSITION NUMBER:</b>	6064
<b>REPORTS TO:</b>	6563 – General Manager

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#### **GENERAL SUMMARY:**

We are seeking a dynamic and experienced Foundry Sales and Service Representative to join our team. This individual will be responsible for driving sales, building relationships with new and existing customers, and providing technical service and support to foundries and manufacturing operations. The ideal candidate will have a strong technical background in foundry processes, an ability to communicate effectively with clients, and a commitment to providing outstanding customer service.

#### **RESPONSIBILITIES:**

- Identify and develop new business opportunities within the foundry industry.
- Manage and grow relationships with existing customers, ensuring a high level of satisfaction and retention.
- Present and promote company products and services to potential clients.
- Prepare and deliver sales presentations, proposals, and quotations.
- Meet and exceed sales targets and performance metrics.
- Provide technical support and troubleshooting for customers regarding foundry equipment, materials, and processes.
- Offer product training to clients and help implement new solutions or technologies.
- Conduct regular site visits to assess customer needs, evaluate equipment performance, and recommend improvements or upgrades.
- Act as the primary point of contact for customer inquiries, complaints, and technical assistance.
- Coordinate with internal teams (production, logistics) to ensure timely and effective service delivery.
- Stay current on industry trends, technological advancements, and competitor products in the foundry sector.
- Monitor customer feedback and market conditions to inform product development and sales strategies.
- Attend industry conferences, trade shows, and events to network and promote the company's offerings.
- Maintain accurate and up-to-date records of sales activities, customer interactions, and service reports in the company's CRM system.
- Provide regular sales forecasts and performance reports to management.

- Assist with preparing sales and service-related documentation, including contracts, pricing agreements, and technical proposals.

#### **SKILLS:**

- Excellent communication skills (both verbal and written) for interacting with customers, suppliers, and internal teams.
- Ability to understand and convey complex technical information clearly.
- Strong negotiation skills and the ability to close sales deals.
- Problem-solving mindset with the ability to provide effective solutions under pressure.
- Proficient in Microsoft Office Suite.
- Willingness to travel to customer sites and attend industry events (as needed).
- Self-motivated with a strong work ethic and a passion for sales and service excellence.
- Customer-oriented with a focus on delivering value and building long-term relationships.
- Team player with the ability to work collaboratively with cross-functional teams.

#### **QUALIFICATIONS:**

- Bachelor's degree in engineering, metallurgy, materials science, business, marketing or a related field (preferred).
- Technical certifications related to foundry operations, machinery, or sales (a plus).
- Proven experience in sales or technical support within the foundry, manufacturing, or heavy industrial sector.
- Familiarity with foundry operations, equipment, casting processes, and materials (such as sand casting, heat treatment, and iron types).
- Previous experience in a customer-facing role, with a track record of building strong client relationships.
- Strong understanding of product sales cycles and technical problem-solving.

#### **WORKING CONDITIONS:**

- Travel may be required, including overnight stays (30-40% of the time).
- Ability to work in industrial environments, including foundries and manufacturing plants.
- Flexible hours as needed to accommodate customer schedules and time zones.

#### **WHAT WE OFFER:**

- Competitive salary and benefits package.
- Opportunities for professional development and career growth.
- A collaborative work environment with a historic company.
- The chance to make a positive impact on the future of Oil City Iron Works.

**Oil City Iron Works, Inc. is an Equal Opportunity Employer**

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