



13300 6<sup>th</sup> Avenue North  
Plymouth, MN 55441

## Project Manager / Technical Inside Sales

Are you a well-organized, mechanically inclined, problem solving individual with experience in an electrical power distribution manufacturing environment? Then consider applying for the Project Manager / Technical Inside Sales position now open with Electro-Mechanical Industries, Inc. (EMI). We are a family owned, custom manufacturer of electrical power distribution equipment located in Plymouth, MN. The company, with 40 years of steady growth and product innovation, provides products and services to commercial and industrial customers throughout the US.

This role will support a key area of our business and provide both Project Management as well as Technical Inside Sales support to provide the necessary planning and coordination to ensure completion of projects and provide total Customer Satisfaction for EMI clients. The Project Management part of the role includes setting deadlines, assigning responsibilities, monitoring progress of the projects and coordinating information with Management, sales, and the shop floor for timely product delivery. The Technical Inside Sales part of the role involves prepare quotes for products and services for Customer's approval as well as driving revenue with assigned accounts and sales support.

The Project Manager / Technical Inside Sales is a full time exempt non-Union position. This position reports to the Sales Manager.

### Essential Job Duties:

1. Utilize ERP system for order intake, scheduling, and customer requirements to assure orders are fulfilled correctly.
2. Proactively provide feedback to sales on capabilities associated with equipment, processes, and timelines.
3. Communicates closely with engineering regarding customer requirements and timelines.
4. Work closely with operations on project timelines to meet or exceed the customers' expectations.
5. Interface with customers, sales, and operations to assure end user needs are on-time and on-budget.
6. Develop project plans; coordinates projects; communicate changes and progress; complete projects on time and budget; manages project team activities.
7. Monitor project progress for correction and changes as necessary to support customer needs.
8. Identify and resolve problems, gather, and analyze information, develop and work on resolutions to complete projects.
9. Communicate with the shipping department to ensure accurate and timely delivery of product to the customer.
10. Participate in resolving customer issues and may act as a liaison in resolving customer complaints.
11. Assure company metrics and goals associated with projects are met.
12. Foster teamwork and collaboration within EMI and adapt to varying team dynamics.
13. Participate in the development and implementation of project management tools, processes and best practices.



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14. Communicate with suppliers and purchasing to ensure accurate and timely delivery of components.
15. Prepare quotes for products and services for Customer's approval which includes the following:
  - a. Costing and quoting
  - b. Confirming receipt of orders from clients
  - c. Order write up of house accounts
  - d. Communicating delivery schedules to customers
  - e. Acquire purchase orders for products and services ordered.
  - f. Record retention, filing and retrieval of documents
16. Manage assigned customer accounts to achieve annual targeted sales goals.
17. Perform follow-up with the customer after delivery to evaluate customer satisfaction. Present data to Management.
18. Attend industry events and make joint sales calls, when needed (occasional basis).
19. Other duties as assigned.

**Knowledge, Skills and Abilities:**

- Ability to understand the technical needs of the clients through conversational interaction with sales reps, engineering, customers and production personnel.
- Knowledge and background in custom electrical distribution equipment such as low and medium voltage switchgear and have experience with electricity, power outages and safety standards.
- Ability to perform and carry out customer service functions, including costing and quoting.
- A demonstrated ability to work both independently and collaboratively in a team.
- Ability to build positive customer relationships.
- Detail oriented with the ability to document and record data.
- Ability and desire to accommodate the customer's needs.
- Knowledge of compliance standards and NRTL procedure compliance.
- Ability to read, analyze and interpret blueprints and schematics.
- Able to grasp new concepts quickly and efficiently.
- Ability to multi-task in an environment of competing priorities.
- Ability to interface with all departments within the company.
- Ability to effectively communicate, in English, both verbally and in writing.
- Highly organized.
- Excellent interpersonal, presentation and communication skills (verbal & written).
- Must know, understand, and can implement all aspects of a project, from purchase order through delivery and installation of the product.
- Must be familiar with the manufacturing processes.
- Keen understanding of the customer's requirements and how to analyze and implement actions to resolve problems.
- Strong interpersonal skills to support leadership and management.
- Must have the ability to remain calm and professional in stressful situations.
- Must be a team player.
- Reliable attendance.



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**Education and Experience:**

- High school diploma required.
- 5-year minimum experience in manufacturing, project management, or in an engineering/technical role required.
- Basic electrical knowledge and mechanical knowledge preferred.
- Project management training, certification, or experience a plus.
- Customer service or technical customer service experience required
- 1-2 years hands on experience working within an ERP system preferred.

**Physical Requirements:**

- Regularly required to sit, stand, bend, reach and move about the facility.
- Must be able to occasionally lift and move 30 lb. objects

**Normal working hours:** Monday – Friday 8:00 am – 5:00 pm

- Occasional offsite sales/customer meetings and industry events, (less than 5% of the time)

To apply for this position, send your resume and salary requirements to: Human Resources @ [careers@e-m-i.com](mailto:careers@e-m-i.com).