



Client and Program Manager– Injection Molding

Full-time |  South East Asia

LAVERGNE

DATE POSTED: 2nd May 2020

DEPARTMENT: Sales

SUPERVISOR: Director - Global Sales

About the Lavergne

At Lavergne, we believe that there is enough plastic on earth to meet our future needs without ever creating new virgin plastic.

We are a Canadian company located in Anjou, in operation since 1986, and we have become the world leader in the production of sustainable engineering resin made from recycled plastic. Thanks to our unique know-how in polymer chemistry, our R&D experts and our ultra-modern facilities located around the world, we are able to offer specialized products and services adapted to the needs of major customers worldwide, in fields such as the automotive industry, electronics, as well as household appliances and furniture. We work in partnership with global leaders such as HP, Keurig, Dyson and others.

If you want to help protect the planet and be part of a winning team in a growing market, join us.

Overview of the Position

This position is in Asia and with purpose to provide better technical service and sales assistance to our clients located in Asia area. It requires a candidate with knowledge and experience of injection molding and meanwhile with the ability to identify and manage clients and programs as day to day work.

Responsibilities

CLIENT MANAGEMENT & TECHNICAL SUPPORT

- Day to day client management
- Identify, close and launch of new programs at current clients
- Develop and implement a client plan to ensure client retention and growth
- Work with local agents (directly as required) to ensure that programs are successful with molders and contract manufacturers (CMs)
- Manage the successful launch of the initial program(s) with new clients
- Provide technical support to clients when new products are introduced and/or new applications are launched
- Observe and analyze clients' and prospective clients' operations to determine the optimal use of our products
- Respond to client service calls and discuss with clients to understand their expectations
- Assist clients by providing suggestions about their molding parameters to ensure optimal results with our products, and/or propose adjustments to our products (if necessary)
- Working with the quality team in resolving client issues/complaints by assisting with thorough investigation, providing solutions, preparing reports and making recommendations to management.
- Be able to monitor and analyze clients' molding process to identify and isolate deficiencies
- Assist trouble shooting for clients' molding process and resin molding performance
- Perform follow-ups – routine follow-ups and client visits

PRODUCT & APPLICATION DEVELOPMENT

- Prepare and conduct molding trials at clients' locations to analyze the performance of our product(s) in clients' tools
- Document molding trials at clients' facilities and report the outcomes and recommendations to the R&D team
- Monitor the part approval process at clients' locations and work together with R&D product development scientists to organize similar validation test in advance at Lavergne laboratory to validate product performance
- Understand clients' technical requirements regarding part molding and provide the feedback to R&D product development scientists
- Any other activities as specified by director – Global Sales

Requirements/Skills Required

- university degree in mechanical or chemical engineering specified in the field of plastics and/or plastic processing or a college degree in mechanical or chemical engineering with relevant experience in a similar field
- Minimum of 3 years' experience in the field of plastic injection molding
- Sales experience is a plus
- Knowledge/experience on part design, molding flow simulation, mold design and validation, and automobile part approval process is a plus
- Be familiar with various resins
- Master the operation of injection molding machine and tool inspection
- Interest in fieldwork with clients
- Ability to travel up to 50% of the time – mainly in Asia, occasionally in North America and Europe
- Understand the logistics of operations and the manufacturing environment
- Good listener and sense of observation, and excellent mechanical sense
- Experience in client technical support
- Bilingual (English, Chinese) oral and written
- Effective Communicator
- Teamwork-oriented

Salaries and Bonuses

To be discussed according to experience

What We Offer

- Permanent, full-time employment,
- A company at the cutting edge of technology and concerned about the environment □ Group insurance (dental and medical plan)
- Opportunities for advancement
- Sick days
- Free parking
- Uniforms provided
- Work equipment provided
- Very accessible public transportation