



Technical Service & Sales Manager - Full Time, Duluth MN

Moline Machinery LLC is a leading industrial food processing equipment manufacturer in Duluth, MN, in business since 1945 and family owned. Our equipment is distributed both domestically and internationally to large high-volume industrial bakeries and food processors for the automated production of baked goods and other food products. The equipment we manufacture includes continuous assembly production lines with fully automated electronic touch screen control. Individual components for industrial production are also manufactured. Our campus includes office buildings, 120,000 Sq. Ft. of manufacturing space and a modern technical center where Moline equipment and customer formulations are tested and proven. Our Operations & Production team members are extremely important parts of our company. This is a challenging position for an individual who enjoys working with people in a constantly changing environment with new technology. EOE

Job Summary

Receive and resolve customer service calls. Respond to customer inquiries for equipment. Coordinate the testing of the customer product in the test bakery. Participate in commissioning of equipment at customer sites. Service existing equipment and train the customer on machine operation, maintenance, and sanitation. Follow up service visits and bakery testing with reports, quotations and sales information as required.

Job Duties and Responsibilities:

- Receives customer service calls; obtains information from the customer on their situation, determines the possible cause(s), whether it is with the equipment, the dough, or other reasons; tries to resolve for the customer. May visit customer to repair equipment on site. Develops long term customer relationships at the senior R&D and plant/engineering levels.
- Respond to customer inquiries regarding bakery equipment. Determine what the production requirements are, research equipment background for service calls, part numbers, etc.
- Prepares project proposals by determining needed information such as the type of equipment needed, use of the equipment, etc.
- Follows up with existing and potential customers on proposals; answers any questions they may have.
- Works with the engineers and manufacturing to set up test lines in the test bakery.
- Obtains product ingredients, shapes, weights, etc. from customer.
- Prepares customer product and conducts pre-tests with the equipment and product, makes adjustments as needed; conducts test with the customer.
- Tests product on equipment before it ships out.
- Monitors inventory levels of specified ingredients for test bakery (i.e. yeast, etc.)
- Participates in customer equipment commissioning and operator/maintenance/sanitation training.
- Performs product runs and testing of the machine to help the customer develop baseline equipment settings.
- Works with the engineers and conducts research and tests new equipment.
- Performs other duties or special projects as assigned.



Job Requirements:

- Residence within commuting distance of the Moline Machinery factory in Duluth, MN.- position is not remote
- Domestic and international travel is required between 80 to 120 days a year.
- Bachelor's degree in a food science, engineering, baking field, or equivalent experience
- 5+ years related work experience in commercial baking or recipe formulation for commercial bakeries.
- Strong mechanical skills preferred.
- Strong interpersonal and customer service skills
- Good written and verbal communication skills
- Ability to deal effectively with stressful situations
- Basic knowledge of word processing software (preferably Word), spreadsheets (preferably Excel) and the ability to learn new software.
- Problem solving skills
- Strong attention to details
- Ability to handle multiple, concurrent projects and tasks.
- Ability to work well with others; team player
- Ability to speak Spanish or another language a plus

Physical Demands/Working Conditions

Work is performed in a variety of environments, ranging from a typical office to a test bakery to customer sites, with exposure to noise, hot and cold temperatures, and flour in the air.

Interested applicants may submit a cover letter and resume via email (jobs@moline.com). www.moline.com