



Job Description

Product Support Manager – Poultry Business Unit

Date Posted: June 2019

Supervised By: VP Customer Solutions – Poultry Business Unit

Location: Holland, Michigan

Travel: Occasional, less than 25% of time

Vehicle: This position is not part of the company vehicle program

Duties & Responsibilities:

This position will work closely with the Customer Engineering Manager to assist and manage specific product groups within the BDUS Poultry BU product line offering. This role requires a cross-functional perspective and oversight to support product development and standardization to achieve the highest levels of customer satisfaction while supporting goals of growth and profitability. In greater detail, responsibilities include but are not limited to:

- Documents and coordinates product requirements, instruction manuals, standard packaging.
- Provides all aspects of project management coordination.
- Supports product planning and standardization, BOM review and updates, accurate inventory requirements, spare parts management, forecasts and obsolescence for the product group.
- Collaborates with Purchasing to help facilitate quality audits/inspections, supplier development (including TPM, gauge requirements) and documentation of Big Dutchman owned tooling.
- CRM entry to document service reports relevant to the product group and communicate with the Product Engineering team to identify and implement solutions.
- Initiates, develops and conducts product training sessions as needed.
- Maintains accurate competitor information files.
- Works with Technical Writers/Illustrators to ensure that instruction manuals are accurate and current.
- Works with Marketing to develop product bulletins and catalog information.
- Offers support for the Poultry BU Sales, Customer Service, Engineering and Field Service teams.
- Will participate in trade shows and other customer visits as required.

Qualifications:

- A two-year degree in a relevant field is a minimum requirement. A college degree in fields of relevance, such as Business would be preferred.
- Experience in project management required.
- Blue Print reading experience preferred.
- Must possess mechanical aptitude, exceptional attention to details, and strong communication skills.
- High level of organizational skills and analytical decision-making skills.
- Demonstrated ability to work and perform in a team environment.
- Experience in farming is not required but is valued.
- Fluent in Word, Excel, and PowerPoint.