



# FRC Global

1000 N. West Street  
Suite 1200 #3008  
Wilmington, DE 19801

## **Job Description Product Manager – Iron Making**

### **ABOUT FRC GLOBAL INC.:**

FRC Global is a leading supplier of refractories, electrodes, and high temperature combustion systems. We provide quality engineered products and services for high temperature applications.

### **POSITION SUMMARY:**

FRC Global is currently looking for a full-time exceptional Product Manager to join our team, focusing on Iron Making, specifically pre-cast shapes and taphole clay products. As part of our Technology Team, you will be responsible for developing relationships with current and potential suppliers, supporting the Sales and Service teams and the Office teams to expand market presence and increase sales.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Establish and adjust the selling prices by monitoring costs, competition and supply and demand of their product lines.
- Work with the sales team to provide the best product updates for each of their customers needs and follow up as needed to ensure the customer is getting the best results possible.
- Develop relationships with current and potential suppliers and visiting suppliers when needed.
- Work independently out of a home-based office with minimal direct supervision.
- Collaborate with sales team to identify customer needs and utilize resources found within FRC Global to bring solutions to the customer with FRC Global's product line.
- Communicate weekly through FRC Global's CRM tool to enter visit reports; opportunities, activity, applications, industry news from meetings and conversations with customers or suppliers.
- Joint sales calls with sales reps when required.
- Complete necessary reports, forecasting, expense reports and other reporting requirements in a timely manner meeting required deadlines.
- Collaborate with the sales and service teams to understand product opportunities at the customer account, as well as solve any problems at the account.
- Create annual goals related to sales and personal development and align activities to achieve these goals.



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- Staying informed on new product design and material developments both at FRC and in the marketplace.
- Understanding all the customers and prospects in the assigned market and managing travel schedule to be available to customers/prospective customers.
- Supporting sales by participating in product trials.
- Growing margin and market share for assigned product lines.
- Understanding competition's current supply, product availability and pricing levels.
- Complete required training assignments in FRC Global's safety training system and Learning Center in allotted time.
- Stay within allotted expense budget.
- Participate in annual sales meeting, location of meeting varies.
- Protects organization's value by keeping information confidential.
- Assist with marketing activities.
- Most importantly, making safety the highest priority, every day, in every situation.
- Other duties or tasks assigned by management.

## QUALIFICATIONS:

- Minimum 5 years' experience in the industry (operations or sales)
- Minimum 2 years in a lead role is preferred.
- Proficient in Microsoft Excel, Teams, OneDrive, Outlook, Teams.
- Able to learn NetSuite or similar CRM/ERP is required.
- Post-secondary education or equivalent work experience.
- Have a valid driver's license with a clear record and the ability to obtain a passport.
- Fluent in English.

## SKILLS:

- Has a deep understanding of the iron, steel and foundries industry and the products that they use inside their facilities.
- Strong sense of time deadlines and able to work in a fast-paced environment.
- Effective negotiating skills, ability to influence others, and conflict resolution and facilitation skills to successfully carry out responsibilities.
- Ability to think critically; working outside the box. Problem solving.
- Attention to detail.
- Be organized and effective at time management.
- Manage company resources efficiently.



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- Have strong communication skills verbally, over the phone, and through email to obtain common goals.
- Demonstrates adaptability and flexibility.
- Works quickly and efficiently.
- Have a great capacity for learning and continued education.
- Commit to providing quality work.
- Have a positive attitude, be motivated and enthusiastic.
- Comfortable learning new IT systems and processes.
- Ability to work independently and as part of a team.

## UPHOLD CORPORATE VALUES:

 <p><b>Integrity</b> Open and honest communication. Practicing personal accountability.</p>	 <p><b>Excellence</b> Becoming the value creators and problem solvers for our industry. High quality products. Demonstrating passion and determination.</p>	 <p><b>Partnerships</b> Strengthening customer and vendor relationships through trust to create long-term success.</p>
 <p><b>Community</b> Building a team and community with a family spirit. Practicing respect and humility.</p>	 <p><b>Empowerment</b> Creating a culture of curiosity and transparency. Encouraging our employees to challenge the status quo, to pursue growth and learning. Focusing on the safety and well-being of our entire team.</p>	 <p><b>Environment</b> Reducing our impact on the environment while simultaneously looking out for the clients we serve.</p>

## WORK ENVIRONMENT:

- Work from a home-based office and various locations while traveling.
- Ability to travel for 50-70% of the job depending company needs.



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## JOB LOCATION:

- Global

## ADDITIONAL INFORMATION/REQUIREMENTS:

- Full-time job
- The professional will start working as soon as possible
- 10+ Mbps of high-speed home internet connectivity required (hotspot not acceptable)
- Cell Phone connectivity at home office

## JOB BENEFITS:

This position has paid Vacation, Group Medical and Dental Insurance.  
Inquiries can be made to [HR@frcglobal.com](mailto:HR@frcglobal.com)