



JOB DESCRIPTION

Job Title:	Program Manager	Date Approved:	11/15/2018
Job Classification:	Salary	FLSA Status:	Exempt
Department:	Operations / Sales & Support	Reports To:	Product Manager
Work Location:	Vista, CA	Work Hours:	8 am – 5 pm Monday – Friday

FLUX POWER, INC.

Flux Power develops advanced lithium-ion batteries for industrial uses. We are on the forefront of lithium-ion technology in the industrial space and are helping create a paradigm shift in the industry. We have an incredible team who are passionate about lithium-ion battery technology and what it can do to help reduce costs, improve productivity, and reduce environmental impacts.

Flux Power lithium-ion solutions utilize our proprietary scalable battery management system (BMS) and in-house engineering and product design teams. Our batteries deliver improved performance, extended cycle life, and lower total cost of ownership compared to legacy lead-acid solutions. We also reduce energy usage and eliminate use of toxic metals and acids. Flux sells primarily to forklift equipment OEM's, their dealers and battery distributors. We have also expanded into airport ground support equipment and are always looking into new opportunities.

Please visit our website at www.fluxpwr.com for more information. Submit your resume and include a short cover letter explaining your suitability for the position and your salary expectations to lpreciado@fluxpower.com for consideration.

JOB SCOPE AND RESPONSIBILITIES:

Flux Power requires someone who can become skilled in the functionality and operation associated with our lithium-ion batteries and the material handling industry. Duties primarily consist of serving as a single point of contact for major corporate clients, OEMs, interface with internal departments to resolve customer concerns and participate in onsite commissioning of battery units. As this position consists of a significant amount of customer interaction, the candidate must also have strong communication skills, a pleasant demeanor and enjoy helping people. As with any position at Flux Power, additional skills in tangential areas are highly valued and utilized.

Travel to customer sites for onsite participation in installations or product evaluation reviews will be required on a as needed basis.

KEY FUNCTIONS AND DUTIES

- Maintain a high level of knowledge on our products and industries supported.
- Support sales inquiries with technical assessment of optimal product for application (application engineering).
- Serve as the single point of contact for major customers (OEMS, Corporate accounts, etc.) Serve as first point of contact for sales and support queries.
- Coordinate sales, commissioning and support for major clients and OEM programmers.
- Respond quickly and effectively to requests for assistance or information.
- Collaborate and effectively prioritize internal resources in case of conflict. Take ownership and coordinate problem resolution and communication to the customer.
- Provide phone, email, and onsite visits to customers who are installing/commissioning products.
- Serve as a customer representative on product issues, monitor purchase orders and ensure on time delivery.
- Other duties as assigned.

Physical Conditions/Requirements:

- Job frequently requires sitting, walking, standing and handling objects.
- Job frequently requires kneeling, stooping, forward bending, reaching, and occasionally lifting and carrying up to 50 lbs.
- Vision requirements: Ability to see information in print and or electronically.
- Hearing requirement: Ability to tolerate loud noises from various manufacturing machines.

Qualifications and Skills

- Bachelor's Degree in physical sciences with an understanding of electrical systems.
- 3 to 5 years of experience with direct customer interaction.
- Strong verbal and written communication skills and be proficient in interacting with customers, sales, and manufacturing alike in support of service operation improvements.
- Ability to convey technical concepts in layman's terms.
- Ability to collaborate in a manufacturing environment and utilize available resources to resolve issues in a timely manner.
- Excellent multi-tasking and organizational skills for managing multiple outstanding issues until resolution.
- Self-motivated, self-starter with the ability to work alone and as part of a team.
- Strong competence with Excel, PowerPoint and other standard Microsoft Office products is a necessity, as well as a clear aptitude to work with less standard packages, such as databases.
- Travel up to 25% of the year.

Benefits

- Medical, dental and vision insurance options
- 401K Plan
- Life Insurance
- Paid Time Off
- Holidays