



F.W. WEBB COMPANY

Job Posting

Position Title: Customer Product Growth Specialist

Location: Cranston RI

Reports To: General Manager

Pay Range: \$60,000 - \$90,000 annually

Responsibilities:

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- Utilize technical knowledge of **high purity process components and systems** (tubing, fittings, valves, pumps etc) to support customers with bid proposals, product selection, and application solutions in order to build and maintain strong customer relationships.
- Provide technical consultation to customers regarding product specifications, compatibility, and suitability for high purity process applications
- Prepare and present detailed quotes for customer projects, ensuring compliance with technical requirements, quality standards, and project specifications.
- Review specifications, and bills of material to ensure correct product selection and pricing for high purity process applications
- Coordinate with manufacturers, vendors, and internal purchasing teams to source specialty materials and components
- Collaborate with outside sales representatives to support customer opportunities and develop competitive proposals.
- Maintain communication with customers regarding order status, lead times, and project updates to ensure a high level of customer satisfaction.
- Assist customers in identifying alternative products or value-engineered solutions that meet technical and budget requirements.
- Recommend inventory additions, product changes, or pricing adjustments to management based on market trends and customer demand.
- Support company growth initiatives by identifying new opportunities within the high purity, life sciences, and pharmaceutical markets
- Serve as a primary point of contact for customer base providing responsive service and technical support to strengthen long-term partnerships.

Qualifications

- Experience in high purity process systems or related technical discipline preferred.

- Experience in inside sales or customer support within industrial, semiconductor, pharmaceutical, or life science markets preferred.
- Bachelor's degree preferred
- Strong interpersonal, verbal, and written communication skills with the ability to work directly with customers
- Strong problem-solving skills and ability to address technical and application-based customer inquiries.
- Proficiency with Microsoft Office applications including Excel, Word, and Outlook.
- Ability to work effectively in a fast-paced, team-oriented office environment.
- Occasional travel may be required for training or customer support.
- Strong customer service orientation supported by technical product knowledge and attention to detail.