



Product Development Manager

📍 Based in Winston-Salem, NC

Reports To: VP of Sales

Travel: 40% overnight travel required

About Salem Fabrication Technologies Group, Inc.

Salem Fabrication Technologies Group, Inc. (SFTG) is far more than a fabrication machinery and tooling distributor. With more than 90 years of industry experience, we bring unmatched product knowledge and process expertise to glass fabricators and glazing professionals across North America. Our guided approach equips customers for peak performance with quality tooling, material-handling equipment, supplies, and machinery solutions.

To serve a diverse and evolving market, SFTG operates through several specialized divisions: Salem Fabrication Supplies, providing essential production tooling and materials; HHH Equipment Resources, delivering innovative glass processing machinery backed by exceptional technical support; K&W Grinding, restoring and re-profiling diamond tooling for maximum life and performance; and Glass Machinery Locator, connecting buyers and sellers of pre-owned glass fabrication equipment for cost-effective expansion and upgrades.

With field experience, process expertise, and strong manufacturer partnerships, Salem sources only top-tier equipment and supplies — helping fabricators and glazing professionals edge ahead. As a **100% employee-owned**, American-based company, we foster a collaborative, safety-focused culture built on integrity, respect, and a shared commitment to innovation and continuous improvement — offering careers where every team member's contributions directly shape our growth and success.

About the Role

This role will focus on finding and developing new product lines, as well as improving and upgrading existing products. The targeted product lines/consumable supplies will be focused on the commercial, residential glass, and specialty glass processes and will include chemicals, abrasives, glazing, insulated window glass, solar panel processing and security glazing/glass. This role consults for and recommends specific tooling to fit customer needs, offer solutions, and provides training. The manager will be responsible for working with our suppliers in developing value-added products to meet our customers' needs and recommends those supplies to our diverse customer base. This position will also assist in establishing short and long-term sales strategies that will increase sales and market share in collaboration with our product development team.

Key Responsibilities

- Assess product offerings and recommend changes as appropriate, including pricing levels, sales promotions, or buying plans aimed at specific customers to increase sales.
- Develops, manages, and maintains strategic vendor relationships in close collaboration with the purchasing team to ensure transparent communication, consistent execution, and continuity of supply across all product line initiatives.
- Recommend alternate products based on cost, availability, or specifications.
- Communicate powerfully and persuasively using various styles and effectively address different needs and audiences.
- Provide superior technical support for diamond polishing products to each customer, including customer training on wheel setup, operation and maintenance to extend life and quality of wheels, while selling products.

GO BEYOND THE EDGE

NORTH CAROLINA – HQ

5901 Gun Club Road
Winston-Salem, NC 27103

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CALIFORNIA

10125 Shoemaker Avenue
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3801 NE 109th Ave. Suite C
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Office: 360.993.5644

ONTARIO – CANADA

Greater Toronto Area
Office: 844.858.7444

www.SalemFTG.com



- Respond to product-related technical questions from customers and assist in troubleshooting product issues.
- Provide feedback of product performance information and quality issues to vendors.
- Develop, manage, and execute strategic sales initiatives that align with the company's vision and growth objectives, supporting new business development through innovative product solutions and market expansion.
- Prepare monthly sales reports and enter account updates in WP (customer relationship module).
- Actively pursue new products to replace current, prune ineffective, or add to existing products.
- Actively manage new product development activities.
- Resolve product quality and/or performance issues.
- Field test product offerings obtained from vendors in conjunction with regional area managers to decide which perform well enough for addition to our line.
- Provide launch packages for each product introduced and follow up on launches to ensure that sales personnel have adequate tools to sell new products, including account manager training both in the field and at sales meetings.
- Embrace and model Salem's ESOP values and safety standards
- Operate in alignment with Salem's EOS (Entrepreneurial Operating System)

Qualifications

- 4-year Chemical/Mechanical Engineering degree or 2-5 years Industrial Product/Procurement experience required
- Valid driver's license and ability to travel overnight 40%
- Autonomy (performs without any or limited supervision)
- Job functions to include evaluation, negotiation, and established productivity programs to meet objectives.
- Technical aptitude required.
- Self-starter with strong initiative, creativity and attention to detail
- Ability to prioritize and multitask
- Drive/aspirations
- Excellent problem-solving ability
- Continuously strive to become a product and application expert
- Understand attributes of company product lines
- Able to travel to customer locations, trade shows and other events as requested.
- Able to communicate effectively both orally and in writing.
- Spanish and/or Italian a plus

Additional Info

✦ This role involves regular travel, standing during demos or trade shows, and occasional lifting of equipment. Reasonable accommodation will be made.

✦ This job description is intended to provide general information about the position. It is not an employment contract. As with all positions, the responsibilities, duties, and requirements of this job may change. The company, in its discretion, may alter this job description at any time with or without notice.

✉ **Apply now** by sending your resume to hr@salemftg.com
Salem FTG is an Equal Opportunity Employer.

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