



Role:	Business Development Manager - Outside Sales	Location:	Remote: Midwest or East Coast based
Reports to:	Vice President, Business Development	Level/Salary Range:	Full-time, Salary
Apply:	www.wghco.com/careers		

POSITION OVERVIEW

WG Henschen (WGH), an Abound Aerospace Company, is currently seeking a motivated, results-driven and experienced **Business Development Manager with an Outside Sales focus to join our growing** business development team in the aerospace fastener and hardware sector. This role offers the opportunity to work with an established leader in the aerospace distribution industry, build strong customer relationships, and contribute to the continued success and growth of our organization. This position will act as the primary point of contact for key customers, ensuring they maximize the value of the company's products and services. Technical knowledge of the industry combined with excellent customer service skills help provide proactive guidance, problem resolution, and strategic advice to customers, helping customers achieve their business objectives.

Note: This job description is intended to convey information essential to understanding the scope of a Business Development – Outside Sales position. It is not exhaustive and may be revised as needed to meet the requirements of the business.

ROLES AND RESPONSIBILITIES

Customer Relationship Management	Serve as the main contact for assigned accounts, building and maintaining strong, long-lasting relationships.
	Gain a thorough understanding of the customer's business objectives and processes and demonstrate how WGH's solutions align with and advance their organizational goals.
	Provide regular updates, reports, and presentations to stakeholders on the status of projects, services, and support.
	Act as a customer advocate, ensuring their needs are represented within WGH.
Core Competencies	Aerospace Fasteners
	OEM/Tier 1 Sales
	Market Expansion
	Contract Negotiations
Strategic Planning and Guidance	Drive fastener sales to meet or exceed yearly revenue goals.
	Manage a pipeline of sales revenue year-over-year and consistently exceed sales targets.
	Collaborate with customers to develop roadmaps for product upgrades, expansions, and enhancements while maintaining strong long-term relationships.
Cross-functional Collaboration	Work closely with Sales, Product Development, and Customer Success teams to ensure seamless communication and alignment of objectives.
	Gather and relay customer feedback to influence product enhancements and service improvements.

	Partner with internal teams to create customized solutions or technical proofs of concept for customers.
Training and Enablement	Conduct training sessions, workshops, and product demonstrations to help customers better understand WGH's solutions.
	Develop and maintain technical documentation, guides, and resources for customers.
Reporting and Metrics	Monitor customer usage and performance metrics to identify opportunities for improvement and growth.
	Prepare and present periodic performance reviews, including KPIs, SLA adherence, and project milestones.

QUALIFICATIONS

Educational Background and Experience:

- Bachelor's degree in computer science, business management, engineering, or related field.
- 3-5 years of previous experience in a fastener role, preferably customer-facing, or account management.
- Experience with Customer Reporting Module tools and systems

Physical Requirements:

- Ability to perform occasional site visits, which may require travel by air or car.
- Able to work in both office and manufacturing environments, including those with noise or temperature changes.

Skills & Competencies:

- Strong troubleshooting, problem-solving, and analytical skills.
- Familiarity with industry best practices, standards, and compliance requirements.
- Excellent communication and interpersonal skills.
- Strong project management and organizational abilities.
- Ability to translate complex technical concepts into business-friendly language.
- Customer-first mindset with a focus on building trust and ensuring satisfaction.