



Quality • Innovation • Service

Position Title: Strategic Growth Manager

Location: ChemMasters – Madison, OH

Reports To: VP of Marketing & Business Development

Job Description:

We are looking for a forward-thinking and highly motivated Strategic Growth Manager – Specialty Chemicals to join our team. In this role, you will take charge of leading our customer service team while contributing directly to product management, field sales team, and technical support functions. You will be the go-to expert for ensuring a seamless customer experience while driving the success of our sealers, curing agents, and specialty coatings in the construction and paint industry.

Key Responsibilities:

- **Customer Service Leadership (35%):**
 - Lead a dedicated customer service team, ensuring an exceptional experience at every touchpoint.
 - You will set the tone for outstanding communication and problem-solving across the team.
 - Be the lead “customer voice” in the organization.
 - Assist field sales team by focusing on generating leads and expanding our customer base.
- **Product Strategy Management (35%):**
 - Manage the entire product lifecycle, including pricing strategies, product positioning, and aligning product offerings with customer needs and market trends.
 - This will also include working with various organization functions to manage product complaints and customer orders.
- **Technical Support Expertise (30%):**
 - Provide in-depth technical guidance to customers, addressing inquiries and offering tailored solutions with confidence and precision.

Qualifications:

- Must have bachelor’s degree in science or business. Master’s degree or MBA a plus.
- 3-5 years of experience in specialty chemicals. Experience in construction chemicals is a plus.
- A strong technical foundation or the ability to quickly understand complex product offerings.
- Proven track record of acquiring new customers, expanding product footprint in existing customer base
- A passion for customer-centric solutions and driving sales success.
- Ability to thrive in a fast-paced environment and balance multiple responsibilities. Ability to build rapport and trust with customers
- Excellent communication and collaboration skills, with an aptitude for engaging with diverse teams.



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- Collaborate across teams, from marketing to operations, ensuring seamless product delivery and enhanced customer satisfaction.
- Travel: 5-10% (including overnight) to trade shows and/or customer sites

If you're a dynamic individual who thrives in an environment that blends leadership with hands-on expertise and strategic thinking, we want to hear from you! Join us in shaping the future of the specialty chemicals industry.