**Job Title:** Healthcare Product Manager  
**Position Type:** Full Time, Salary  
**Location:** Sheridan, WY  
**Level/Salary Range:** DOE  
**Date of Release:** 11/22/2017

**Applications Accepted By:**

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**Job Description:**

**JOB PURPOSE**
Acts as a customer service, sales and technical representative. Responsible for the overall achievement of Healthcare sales goals and strategies, and development of Healthcare products and production processes. The Healthcare Product Manager may provide face to face contact with customers in the industry, generating sales and maintaining customer relationships.

**JOB DUTIES**
- Respond to requests/inquiries from customers in a timely manner; provide product information and price quotations for Healthcare orders.
- Advise the CEO in the development of marketing strategies in order to position Kennon at the forefront of the Healthcare industry; develop and implement marketing strategy, and measure effectiveness.
- Interface between customers and design and production to achieve timely and quality output that meets customer expectations.
- Ensure new products are designed correctly for the end-user and application. Provide feedback on new and existing products to identify and implement improvements.
- Drive continuous improvement in Healthcare print & production operations – positively advance quality, efficiency, and increases to capacity. Identify and understand constraints, bottlenecks and challenges.
- Travel to meet and work with Healthcare clients on-site; coordinate product demonstrations, as necessary. Attend conferences and expositions to represent Kennon and market Kennon Healthcare products.
- Understand behavioral healthcare organizations, facility requirements and funding/contracting processes. Act as an advocate for the behavioral healthcare community.
- Collect and analyze data regarding the current market, climate and Kennon market share; perform outreach to potential customers; identify areas of opportunity.
- Build rapport with Healthcare industry leaders. Proactively engage industry leaders to make Kennon the approved source for ligature-resistant products.
- Document and respond to customer feedback; facilitate corrective action when customer requirements are not met. Coordinate and document returned goods, when required.
OTHER CONSIDERATIONS
The Healthcare Product Manager’s primary focus is attending to Healthcare customers, understanding their requirements and needs, and working to fulfill those expectations. This individual must balance marketing and sales efforts with production capacity - working with the Graphic Design & Print Manager and Operations Manager to create capacity and build efficiency, matching the current demand and driving increased sales efforts.

Due to customer service activities, this position requires consistent staffing between the hours of 8:00am – 5:00pm, and should fill approximately 40 hours per week (with occasional weeks exceeding 40 hours, as needed).

QUALIFICATIONS AND EDUCATION REQUIREMENTS
Bachelor’s degree in Business, Marketing, Interior Design, Architecture or related discipline
2+ years in direct sales
Manufacturing experience preferred
Experience within the Healthcare industry is preferred; experience in Psychiatric/Behavioral Healthcare is highly desirable

PREFERRED SKILLS
Experience developing, implementing and analyzing market strategies
Great attention to detail and time management skills
Self-motivated with work ethic; strong oral and written communication skills
Team worker promoting “one company” across manufacturing and administrative departments

ABOUT KENNON
Kennon Products is a multi-faceted company with a reputation built on quality and service. Kennon has designed and manufactured quality items protecting high value assets, using advanced industrial fabrics and composites, for over thirty years. Kennon was founded in 1984, with a focus on the design and manufacture of high quality general aviation products. Kennon’s initial success led to growth and the ability to supply diverse product lines designed to preserve aircraft integrity for general aviation, military and commercial aircraft.

In order to preserve and protect high value assets within the aviation industry and beyond, Kennon acquired material specialists, engineers, and design experts to complement the long-established technology and expertise of the organization’s industrial sewing machine operators, support and production personnel. Kennon expanded its product base to include a healthcare product line (ligature-resistant doors) in 2009, at the request of local Veterans Affairs Medical Center employees, with an innovative solution providing privacy and aesthetic to patients in behavioral healthcare facilities. The product line has since established a significant market presence with a critically important function and purpose.

Kennon’s success and progress are based on innovation, dedication and the desire to provide the best quality products - protecting what is important to the organization and its customers. Kennon continues to demonstrate a commitment to the research, development, design, production and supply of quality items protecting high value assets, including the most important asset: life.