

Thanks to **KISSsoft Gear Design Software** for optimizing gears and designing gearboxes

- Radio telescopes can listen into the universe and wind turbines generate electricity.
- Electric cars travel quietly, and sports cars set new acceleration records.
- Robots move powerfully and precisely, and rear-view mirrors can be tilted at the touch of a button.
- Cranes lift heaviest loads and helicopters take off safely.
- And much, much more ...

Around 40 engineers, marketing specialists, software developers, translators, mathematicians, and sales engineers work closely and collegially together in Switzerland, USA, Korea, and Slovenia. As part of the Gleason Group, KISSsoft AG develops, distributes and trains users of a globally acclaimed CAE software for the design of gearboxes and optimization of gears. KISSsoft AG is a "hidden champion" and one of the global top players in our niche. In our business development activities, we pursue the following overall objectives

- Strengthen KISSsoft Gear Design Software reputation and drive software sales by explaining our products on a technical, user-benefit, and merit basis.
- Provide technical know-how to our prospects, customers and partners in the areas of transmission, gearbox, gear and bearing technology.
- Strengthen trust with future and existing licensees trust in our expertise and products, thereby advancing the license business.
- Conduct technical software demos, provide benchmark calculations, execute engineering projects, monitor our competitors and present at conferences.

We are looking for

**Manager, Market Development (USA / CA), 100%, immediately, two direct reports**  
**Reporting to the Managing Director of KISSsoft AG, Switzerland**

Responsibilities, market development

- Define and execute a strategic approach to grow KISSsoft business (software sales, engineering projects, training and consultancy) in USA and Canada in collaboration with management and your reports.
- Develop and pursue business opportunities in the areas of software license sales, engineering projects, consultancy, license updates and training. Write, submit, follow up and negotiate commercial quotes.
- Guide prospective customers through the software evaluation process, informing them about its benefits, training requirements, functionality and licensing models.
- Be the first and often single point of contact for prospects, customers and partners for any question, be it technical, commercial, or organizational. Thereby, you build a solid rapport, generate trust and ultimately the willingness to invest in KISSsoft licenses.
- Advance consultancy and engineering services in the domain of technology reviews, gear optimization and system design.
- Gather market insights, analyze and report trends, understand licensees' needs, visit accounts, set targets, compare to as is situation, plan and implement corrective and promotional actions.
- Demonstrate our products, associated theory and application cases through webinars to a global audience. Publish papers of theoretical and software related nature in journals and magazines.
- Interact with marketing team in Switzerland, co-plan and execute promotion. Represent the company and products at trade shows, exhibitions and conferences, building up personal relationships and generating new contacts.
- Strengthen ties with universities using KISSsoft in the education of our next generation of customers.
- Teach other Gleason employees on the advantages, application, theory and usage of KISSsoft. Present additional revenue opportunities and enabling them to introduce KISSsoft as part of the total Gleason portfolio.

- Present and advance your own ideas to increase license sales, customer relationships and our expertise, knowledge and reputation. Report on software development requirements based on market feedback.

#### Responsibilities, supervision and processes

- Ensure speedy, precise and comprehensive technical support to licensees. Monitor progress of support tickets worked on by technical support engineer and ensure highest level of customer satisfaction with technical support.
- Oversee day-to-day operations including two direct reports, including invoicing, administration and customer licensing issues to ensure efficiency and quality.
- Support process of providing software test versions and licenses by the administrative colleague, ensure that trial versions are tracked.
- Collect statistics and write reports and forecasts for the management. Advise on strategic initiatives and goals. Responsible for financial performance and budget management.
- Lead or control engineering and consultancy project progress. Ensure customer expectations and project deliverables are met within the given cost frame. Perform project reviews with the technical support engineer executing the projects.
- Organize public training seminars, welcome participants, conduct introductory presentations and advise technical support engineer on execution of the training.

#### Your future colleagues and reports

- Senior Engineer, in USA, your direct report: Engineer with proven track record in industry, gear designer and KISSsoft software expert. Responsible for technical and software support.
- Administrative, in USA, your direct report: Colleague managing order processes, licensing and maintenance and update quotations.
- Sales and support teams, in Switzerland: Team of 15 colleagues with a strong product and technical background and expertise in administrative and sales processes.

#### Preferred Education/Training/Experience

- Knowledge of gear design, system analysis, materials, and manufacturing processes required.
- Understanding of transmissions with gears, shafts, and bearings a strong plus.
- At least 3 years' experience with KISSsoft or equivalent gear design CAE software.
- Supervisory experience preferred.
- Bachelor degree or higher in Mechanical Engineering or equivalent.
- Equivalent combination of education and experience considered.

#### Travels and work place

- Hybrid working model (home office, presence).
- Travelling approximately 15% of the year, in USA and Canada.
- Meet customers, prospects for technical presentations, sales negotiations, and training classes.
- Present at technical conferences, attend product exhibitions, and trade shows.
- Gleason internal sales meetings in USA.
- Typically, once a year, visit KISSsoft headquarters in Switzerland for a duration of one to three weeks.
- Required computer skills to use the given infrastructure and processes include Microsoft Office and Atlassian Confluence/JIRA, SAP and CRM system experience a plus.

Contact Mr. Hanspeter Dinner through [hdinner@gleason.com](mailto:hdinner@gleason.com) and Ms. Kass Reed through [kreed@gleason.com](mailto:kreed@gleason.com). We are very much looking forward to hearing from you!

## OFFICE ENVIRONMENT

### PHYSICAL DEMANDS

The physical demands described here are representative of those that would need to be met by an employee to successfully perform the essential functions of this job in an office environment. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear. The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job may include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job in an office environment. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

### REASONABLE ACCOMMODATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, experience and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed. Employees are required to follow any other instructions and to perform any other duties requested by their manager or supervisor.

### DISCLAIMER

The duties listed in this job description are intended only as illustrations of the various types of work that may be performed and is not an all inclusive summary of job duties and responsibilities. The omission of specific statements or duties and responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the Company as the needs of the Company and requirements of the job change.

Gleason is an Equal Opportunity Employer and considers applicants for all positions without regard to age, disability, genetic information and/or predisposing genetic characteristics, marital status, national origin, race/color, religion, sex/gender, sexual orientation, military or veteran status, victim of domestic violence status, arrest or conviction record, or any other characteristic protected by applicable laws.