

## **Regional Product Training Manager**

**UNIVERSAL REMOTE CONTROL, INC.**, a leader in the Wireless Control Industry, is one of the fastest growing companies in Westchester County. A corporate-wide commitment to providing clients the highest quality products and support has allowed URC to achieve phenomenal success since opening its doors in 1991 - growing at a rate of 100% per year in key segments of its' business.

URC is a world leader in the custom design, engineering, manufacture and distribution of high quality remote controls and home automation products. The company supplies millions of remote controls each year to consumers around the world through four primary channels: retail, custom professional, subscription broadcast and OEM.

We show that our employees are appreciated through a generous compensation plan, a pleasant, positive work environment and the opportunity for both personal and professional growth.

The ideal candidate for this position will possess a proven record of success in a fast-paced environment, and be organized and supportive of corporate goals and objectives. We are seeking candidate who has experience in custom installation of residential and commercial electronic A/V product. Experience with computer based control systems, home theater, IR routing and multi-source/zone installations a must. This position offers tremendous growth potential. Ideal candidate will be organized, have strong communication skills and excel working in a team environment. Travel will be required. A college degree preferred.

Responsibilities include troubleshooting, diagnosing and solving technical issues, maintaining a growing customer-base by providing excellent customer service; participating in, and actively supporting all training and technical sales programs; acquiring and maintaining a complete understanding and working knowledge of URC's product line and the equipment it interfaces with.

- ❖ Product Training-Design and implement world-class product trainings targeted primarily toward the CEDIA channel. Responsible for program management, budgeting, curriculum and coordination with sales.
- ❖ Product Support-Play a major role in the writing/editing of all technical papers, manuals, byline articles, press releases, and product spec sheets.
- ❖ Assist with technical support, after sales service, remote control upgrades and direct involvement in answering difficult questions from custom installers.
- ❖ Collect market and customer information and funnel written data to product engineering group
- ❖ Advise via written reports on new product design, product upgrades and IR database updates.
- ❖ Assist sales in capturing new business
- ❖ Tradeshow coordination and participation. Additional responsibility to create and conduct presentations at regional and national trade shows like CEDIA and CES.
- ❖ Sales Support-Assist sales in capturing new business resulting from proactive initiatives such as product trainings, sales calls, telemarketing programs...
- ❖ Provide Technical sales support for regional reps
- ❖ Participate in new product launches and play active role with sales team targeting custom installers.

### **A Truly Rewarding Career For The Serious Product Trainer**

At Universal Remote Control, Inc. you will receive a generous salary commensurate with experience and a comprehensive benefits package that includes; medical insurance, a 401K plan with a company percentage matched contribution, paid holidays, paid vacations, and have access to a host of additional benefits.

This is a truly extraordinary career opportunity, offering unlimited potential for both financial rewards and personal achievement. If you are a motivated individual possessing the same commitment to excellence ascribed to by **Universal Remote Control**, you owe it to yourself to look into this outstanding opportunity.

The preferred method for submitting your resume is by attaching your resume as a Word document and e-mail it to: [hr@urcmx.com](mailto:hr@urcmx.com) or, fax your resume to Human Resources at (914) 835-5012. Please include a cover letter with salary requirements.