

Employment Opportunity

Director, Key Account Services

Big Joe Forklifts

Madison, WI



Please apply on our website:

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ABOUT THE ORGANIZATION



Established in 1951, [Big Joe Forklifts](https://bigjoeforklifts.com/) is a customer-centric, North American material handling solutions company with a clear mission: Empowering the people who move things. Guided by our vision to be the trusted partner delivering disruptive solutions that accelerate the industry's transformation from internal combustion to electric to fully autonomous, we are committed to shaping the future of material handling.

Big Joe is a fast paced and high energy, purpose-driven company that takes great pride in being a subsidiary of the fastest growing lift truck manufacturer in the world. We focus on developing innovative lift trucks that are thoughtfully designed to provide strong incentives for customers to embrace and fully transition to electric forklifts. Headcount has more than tripled over the past decade as sales have increased 20% per year, on average.



Our tagline, Powering Progress, reflects our dedication to innovation that drives efficiency, sustainability, and customer success. We offer a variety of purpose-built integrated lithium-ion forklifts designed to replace internal combustion, innovative material handling equipment for warehouse and distribution centers, and market-leading autonomous solutions.



Based in Madison, Wisconsin, Big Joe provides world-class, market-driven solutions with a reputation for exceptional customer service through our nationwide dealership network. Together, we're not just moving things—we're moving the industry forward.

Learn more about Big Joe at: <https://bigjoeforklifts.com/about-big-joe-forklifts>

ABOUT THE OPPORTUNITY



[The QTI Group](#) is partnering with [Big Joe Forklifts](#). As Big Joe continues expanding its capabilities, including support for some of the country's largest retailers and enterprise organizations, we are seeking a **Director, Key Account Services**. This newly created role will lead the post-sale experience national customers seeking to partner directly to purchase equipment and ongoing fleet support.

Reporting to the VP of Aftermarket and Key Account Services, this leader will serve as the operational quarterback for our largest national accounts for post-sale operational support. From onboarding new customers and coordinating multi-location fleet deployments to managing service providers and ensuring exceptional customer satisfaction, this role is the primary point of accountability after the sale to deliver a seamless customer experience throughout the lifecycle of each fleet.

This is an exciting opportunity for a customer-focused operational leader who enjoys managing complex relationships, building scalable processes, and developing high-performing teams. As Big Joe continues to invest in its national account program, you will play a critical role in shaping the future of the function.

Location: Deforest, Wisconsin – Hybrid with 4 days/week in-office and up to 30% national travel

Strategic Leadership

- Partner with Sales and Aftermarket leadership to define key account strategies that best support national and strategic accounts.
- Own and continuously improve the sales-to-service handoff for national accounts, ensuring a clearly defined transition point where post-sale operational ownership moves from the National Account Sales Manager to the Key Account Services team.
- Execute the post-sales support strategy for national accounts, ensuring alignment with company goals and customer expectations.
- Serve as the executive point of escalation for post-sale account management, operational issues, service performance, and customer satisfaction.
- Partner with Sales, Operations, Service, Finance, and Product teams to drive continuous improvement in customer experience and operational efficiency.
- Partner with Product and Engineering to ensure strategic accounts successfully deploy, scale, and realize ROI from Big Joe's autonomous and lithium-ion fleet solutions.

Customer Relationship Management

- Build and maintain strong executive-level relationships with key customer stakeholders as their post-sales advocate within Big Joe.
- Conduct regular business reviews, performance reporting, and strategic planning sessions with national accounts and internal sales contacts.

- Surface expansion, renewal, and fleet-replacement signals uncovered through service activity and hand them to the National Account Sales team for pursuit; this role does not own or close commercial opportunities.
- Develop and maintain account health monitoring—satisfaction feedback, service trends, and relationship risk indicators—and act early to protect long-term retention.
- Utilize Salesforce Service Cloud and other business systems to track account health, service performance, fleet activity, and customer outcomes.
- Travel to customer headquarters, field locations, dealer partners, and industry events to strengthen relationships and ensure successful account execution.

Team Management & Development

- Lead, mentor, and grow a team of Key Account Managers and post-sales support specialists to deliver excellent customer service.
- Establish clear performance metrics, service standards, and accountability structures.
- Foster a culture of ownership, responsiveness, and proactive customer engagement.

Fleet Management Oversight

- Ensure accurate tracking, reporting, and lifecycle management of customer forklift fleets and related equipment.
- Oversee processes for equipment deployment, replacement planning, utilization analysis, and contract compliance.
- Drive data-driven insights to help customers optimize fleet performance and reduce total cost of ownership.
- Drive data-driven insights to collaborate with product support and engineering to champion continuously improving the products for better long-term durability and performance.

Dealer & Service Network Management

- Set and communicate service standards and expectations for dealers and third-party service providers supporting national account locations.
- Monitor dealer service performance against agreed service levels; address gaps, escalate, and re-source coverage when a dealer cannot meet a national account's needs.
- Ensure national account service programs strengthen—rather than bypass—Big Joe's dealer relationships, with clear governance on account coverage and support expectations.

Service Operations, Warranty & Coordination

- Coordinate service delivery through dealer networks, distributors, franchise systems, third-party service providers, or similar service ecosystems.

- Oversee the management of service requests, preventive maintenance schedules, and repair workflows across national and strategic account locations.
- Orchestrate consistent service standards across a mix of company field service teams and independent dealers, ensuring timely resolution of service issues.
- Monitor key service metrics (response time, uptime, completion rates) and consistently implement corrective actions and continuous improvement.
- Advocate for national accounts through the warranty process—ensuring claims are handled accurately and promptly and that customers experience a single point of accountability.
- Champion the Voice of the Customer: track recurring product issues, warranty trends, and field feedback, and feed insights back to Engineering, Product, and Quality to drive improvement.

Qualifications

- Bachelor's in Business, Operations, Supply Chain, or a related field, or equivalent experience.
- 8+ years of experience in key account management, post-sales operations or service management
- Proven leadership experience managing teams in a customer-facing operational environment.
- Experience working with Salesforce Service Cloud or similar CRM/service management platforms.
- Experience managing service delivery through third-party distributor networks strongly preferred.
- Strong understanding of fleet management, service operations, warranty processes or similar technical service domains.
- Demonstrated success working with large national or enterprise-level customers.
- Excellent communication, negotiation, and relationship-building skills.
- Ability to analyze complex data around service, fleet, operational, or customer performance to identify trends and drive strategic decisions.
- Cross-functional influence and collaboration across Sales, Service, Product, Engineering, Operations, and Finance.
- Ability to travel up to 30%.

Preferred Qualifications

- MBA or other advanced degree.
- Experience in material handling, industrial equipment, or other service-intensive fleet-based industries.
- Familiarity with warranty administration, preventive maintenance programs, asset lifecycle management, or fleet operations.
- Experience managing customer programs delivered through an independent dealer or service provider network.

Why Join Big Joe?

- Lead a critical and highly visible function supporting some of the nation's most recognized brands.
- Join a growing organization that is expanding its direct national account business and investing heavily in customer success capabilities.
- Work alongside an experienced leadership team with deep industry expertise.
- Help define the future of Key Account Services at Big Joe with the opportunity to scale the function and advance as the business continues to grow.
- Make a meaningful impact on customer satisfaction, fleet performance, and long-term account retention.

Application and Selection Process

Big Joe Forklifts has exclusively retained The QTI Group as a partner in the recruitment of this key leadership role.

For immediate consideration, please apply directly at <https://www.qtigroup.com/find-a-job/details/director-key-account-services/NM103123810>.