FXC Manager

The FXC Manager supports the day-to-day operation and development of the FXC, helping customers, partners and internal teams evaluate flexographic solutions through demonstrations, trials, training, and technical collaboration. This role coordinates activities, maintains a safe and organized working environment, supports equipment and materials readiness, documents results and helps translate customer needs into practical technical solutions. The position is designed for an early-career professional with strong technical aptitude, organization and customer-facing skills.

FXC Operations and Coordination

- Coordinates the FXC calendar, including customer visits, demonstrations, print trials, training sessions and internal technical activities.
- Prepares equipment, tools, plates, substrates, inks and other materials required for scheduled activities.
- Maintains a clean, safe and organized work environment and follows applicable safety, quality and operating procedures.
- Monitors supplies and consumables, coordinates replenishment and supports basic budget and purchasing activities.
- Coordinates routine Maintenance and service needs with internal teams and external suppliers to keep equipment available and reliable.

Customer Trials, Demonstrations, and Training

- Supports the planning and execution of customer demonstrations and trials, working with Sales, Technical Service, Product Management and other specialist.
- Collects customer requirements, defines trial objectives and helps establish practical success criteria before work begins.
- Operates or assists with relevant prepress, platemaking and print equipment within the scope of training and authorization.
- Records process settings, observations and results; prepares clear post-trial summaries and follow-up actions.
- Assists with technical training for customers, distributors and employees and helps maintain training materials and standard demonstration procedures.

Technical and Commercial Support

- Provides practical technical support during customer engagements and escalates complex issues to the appropriate specialist.
- Works with Sales and Technical Service to identify customer needs, organize next steps and support implementation of agreed solutions.

- Maintains accurate technical records, and contributes trial data, application notes, photographs and samples for internal knowledge sharing and approved customer communications.
- Builds working relationships with equipment manufacturers, suppliers, educational partners and customers connected with FXC activities.
- Tracks basic activity measures, customer feedback and follow-up items and provides regular updates to the manager.

Required qualifications

- Education: Bachelor's degree in Printing or Graphic Technology, Engineering, Chemistry, materials Science or a related technical field; equivalent relevant experience may be considered.
- Experience: 3-5 years of experience in flexographic printing, prepress, platemaking, technical service, applications of a related manufacturing environment.
- Technical Knowledge: Working knowledge of flexographic print production and the interaction of plate, anilox, ink, substrate, and press conditions; familiarity with common platemaking and prepress workflows is preferred.
- Skills: Strong organization, documentation, problem solving and customer communication skills; able to manage multiple activities and work effectively with cross-functional teams.
- Digital Proficiency: Comfortable using Microsoft Office and learning technical software, measurement tools and equipment interfaces.
- Languages: Professional English required, Portuguese and/or Spanish strongly preferred for regional customer support.
- Mobility: Availability for regional travel and occasional international travel; valid driver's license and passport as required.

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FXC Manager

Additional information

Location	**Atlanta**
Position type	**Full-time employee**
Start of work	**Oct 29, 2026**

Responsible

Sheena Caldwell