

JOB DESCRIPTION

Title

Sales/Applications Engineer

Status

Exempt, Full Time

Reports To

Vice President

Purpose

Responsible for analyzing, conceptualizing, and selling custom industrial automation solutions for target customers and OEM applications as a member of the sales and marketing group.

Duties and Responsibilities

- Customer Experience Technical Lead
 - Lead communications and collaborations with internal and external customers regarding concepts and designs.
 - Listen to, interpret, articulate, and propose solutions to customer issues and objectives as they relate to industrial automation and machine building.
 - Define and articulate full scope of work and establish detailed specifications.
 - Resource Planning
 - Identify and assist in the procurement of required third party resources.
 - Ensure designs meet feasibility requirements with engineering, manufacturing, and 3rd party resources.
 - Time Management
 - Participate in scheduled internal and external project meetings.
 - Financial Management
 - Accurately estimate projects in collaboration with internal teams and external vendors.
 - Maintain accurate estimating tools to include labor, materials, and third-party services.
 - Quality Assurance
 - Ensure proposed products and services meet or exceed the company's high standards.
 - Risk Management
 - Identify and communicate issues that jeopardize customer relationships and projects.
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- Identify and report customer and project risks that may jeopardize the company's reputation, safety, and financial interests.
- Reporting
 - Create and maintain running sales and project management reports relevant to the company objectives and as requested.
- Sales
 - Estimating and scope process.
 - Provide technical information.
 - On-site technical presentations as the subject matter expert.
 - Develop and implement effective sales strategies consistent with defined goals and objectives.
 - Service existing accounts, obtain new orders, and establish new accounts by planning and organizing daily work schedules to call on potential sales outlets.
 - Prepare custom presentations based on target customer specific strategies and techniques.
- Marketing Support
 - Assist marketing with technical input, presentation collateral, and trade show logistics.
- Technical Contribution
 - Provide technical updates to internal teams.
 - Coordinate technical interests and advancements between vendors and internal teams.
- Corporate Initiative
 - Recommend process improvements.
 - Participate in marketing and business strategy as requested.
 - Provide continuous product and technical input contributing to the company's market visibility and distinction.
 - Promote and exhibit cultural enthusiasm towards the success of the company.

Qualifications

- Bachelor of Science in Engineering.
- Solid organizational skills to include attention to detail and multitasking.
- Minimum 3 years of experience in relevant engineering.
- Competent use of relevant software including Microsoft Office, scheduling software, Gantt charts, and related project management tools.
- Travel required.
- Proven ability to conceptualize, estimate, and articulate electrical and mechanical solutions to a wide variety of customer applications.

Preferences

- A natural and determined desire to serve customers in a positive and professional manner.
- Thrives on the challenge of multitasking and contributing to effective and motivated teams.

- Confident and persistent problem solver.
- Sales aptitude with a genuine approach to customer success.
- Very strong communications (verbal and written) and interpersonal skills.
- Industrial or manufacturing background.
- Strong problem-solving skills.

Performance Measurements

Performance will be measured by:

- Customer satisfaction with end results and overall experience.
- Meeting or exceeding quality standards and specifications.
- Meeting or exceeding annual sales and revenue targets.
- Maintaining positive business relationships to ensure future sales.
- Development and continuing status as a subject matter expert.
- Accuracy of estimating.

Direct Reports

No direct reports.

Approved By:

Elizabeth S Lind

Date

Accepted By:

Employee

Date