

Sales Engineering Job Description Outline

The primary responsibility of the Sales Engineer is to generate growth by providing superior responsiveness as the primary internal customer contact. This position also provides internal support to the field sales personnel in all aspects of account management, solution selling, proposal generation, technical support, and documentation.

-Provides customer quotations in accordance with product pricing policies, prepares proposal letters, and performs timely follow-up of all quotations. The Sales Engineer creates the quotation which is presented to the Customer and enters the quote according to the quote preparation system.

-Documents all customer correspondence of significance. Advises appropriate sales personnel of potential customer relationship problems and successes.

-Coordinates the activities of the field sales effort to enhance ability of sales personnel to work effectively and achieve specific sales objectives. Provides administrative assistance and coordination of sales projects to the field sales staff through all phases of the Order Creation Process.

- Elevates orders where a reasonable date can not be successfully negotiated to the production team for resolution. Makes commitments to customers related to fulfilling customer order requirements, i.e.: price, delivery dates, and special requirements.

-The Sales Engineer is responsible for order (contract) review on the order and resolving routine non-conformances or assigning to the appropriate personnel. All non-conformance's related to price and/or product specifications will be resolved by him / her directly with the customer.

-Responsible for all phases of custom item creation, as well as the category code information, cost roll and list price calculation for special items. The Sales Engineer is responsible for applying product price polices to the market and creating customer specific price policies.

-Supports External Sales Personnel with technical and quotation support when required.

-Communicates to the customer from an engineering prospective the technical aspects of the product and application.

-In the endeavor to provide superior customer service the Sales Engineer position will overlap with the customer service functions to eliminate the 'hand-off' of customer calls

by providing the following services as required. The intent is to provide responsive customer service and maintain strong relationships.

-Performs post shipment customer service, order tracking and post shipment certification requests. Initiates RGA's and/or CAR's and forwards the documentation to the appropriate source for resolution and ensures a prompt response to the customer.

-Maintains appropriate documents in customer files in support of the Order Creation and Order Fulfillment Processes.

-Performs post acknowledgment customer service functions to resolve customer issues, i.e.: change orders, expedited delivery, etc. The individual receiving the call will handle issues that can be process immediately. Issues that require research prior to providing the customer with a response will be initiated by the individual receiving the call and referred to the customer service representative for resolution and prompt response to the customer.

Job Requirements

1. Minimum Associates Degree in Mechanical Design or equivalent technical sales experience.
2. Strong mathematical and analytical aptitude.
3. Strong interpersonal communication skills.
4. Excellent written and verbal communication skills.
5. Excellent organizational skills, attention to detail, and the ability to prioritize multiple functions to meet required deadlines while maintaining the highest level of quality and accuracy.
6. Proficient in a Windows based environment.
7. Understands the "Paperless principle".
8. May required customer site visits and direct customer interfacing.
9. AutoCad experience a plus.
10. Proficient in MRP/ERP software with JD Edwards knowledge a plus.