

Job Description

Job Title: Technical Sales Engineer
Job Summary: Key point of contact for OEM customers answering queries and providing technical advise and introducing new products
Wage Category: TSE I, II, III
Department: Sales/Customer Service, OEM
Reporting to: Global Sales Manager OEM
FLSA Status: Exempt (Fair Labor Standards Act)

Responsibilities of essential functions include:

1. Act as principal customer contact regarding technical product support and problem resolution.
2. Provide expeditious, timely and courteous handling of all customer questions and requests.
3. Communicate customer feedback to inside engineers to improve products.
4. Provide product education and advice to external customers.
5. Interact with marketing, product development teams, and customers concerning products and product application.
6. Act as technical liaison with manufacturing partners.
7. Train internal and external customers.
8. Understand customers' requirements and incorporate technical knowledge into sales pitch.
9. Ensure that sales quotas are met.
10. Persuade customers that product best satisfies their needs in terms of quality, price and delivery.
11. Conduct research, identify potential customers, contact prospective customers, arrange meetings, and present products in a convincing and persuasive manner in business to business environment.
12. Perform administrative tasks, track sales activities, write reports, negotiate contracts and support marketing activities.
13. Identify and establish new business to business sales.
14. Develop long term relationships with clients through managing and interpreting their requirements.
15. Visit prospects and customers to demonstrate and explain benefits and features of products and services.
16. Prepare contracts, proposals and quotations.
17. Attend tradeshow as assigned.

Responsibilities of non-essential functions include:

18. Maintain commitment to Quality Goals and Quality Policy
19. Complete jobs and tasks as assigned

20. Working Schedule: 8:30 am to 5:15 pm with a 45 minute unpaid break

Employee: _____
Last Name First Name Initial

Nothing in this job description restricts management's right to assign or reassign responsibilities to this position at any time.

Signatures:

Employee

_____/_____/_____
mm dd yy

Manager/Supervisor

_____/_____/_____
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