

Sales Engineer

POSITION TITLE: Sales Engineer

DEPARTMENT: Sales Department

Updated April 2022

REPORTS TO: VP of Sales

Hours: 8:00am-5pm

POSITION OBJECTIVE: To provide pre and post sales technical support to customers. Generate new leads and qualify existing leads provided through marketing and other sources

POSITION RESPONSIBILITIES:

- Respond to new and existing customer inquiries over the phone and through email.
- Identify, qualify, and develop new accounts
- Engage in technical discussions and presentations with existing and prospective customers
- Answer technical questions regarding air bearing specifications.
- Attend trade shows, conferences, and industry related events
- Review customer requirements and suggest appropriate New Way products, assist customers with integrating New Way products into design solutions
- Follow up on incoming leads, tradeshow, and website.
- Respond to new and existing customer inquiries over the phone and through email.
- Provide accurate quotations and process orders for standard products.
- Assist customers with troubleshooting and performance issues.
- Collaborate with customers on new designs incorporating air bearing technology.
- Maintain strong business relationships with customers, vendors, and colleagues to meet business goals.
- Communicate regularly with colleagues to provide up to date information to customers regarding orders and technical support issues.
- Ensure that all procedures, policies, correspondence, and business relationships adhere to ethical and legal standards and conform to company policies and objectives.

This position description is not intended to be all-inclusive. Job duties may be added or deleted at the sole discretion of management.

PERIODIC RESPONSIBILITIES: Up to 40% travel to customers, distributors, trade shows/conferences to support the sales and marketing functions.

REQUIREMENTS:

- BS/BA in Business or Engineering
- Three + years of sales experience
- Proven ability to consistently exceed sales quotas
- High level of technical design proficiency, ability to read blueprints and diagrams
- Ability to travel up to 25%, both nationally and internationally
- Strong verbal and written communications skills, including the ability to present technical information to groups of all sizes
- Proficiency with MS Office, Microsoft Dynamics 365 (CRM), and Epicor MRP system.

WORKING CONDITIONS: Generally, in an office environment, occasionally in a warehouse or production environment. Infrequent exposure to noise, dust, and odors. Required to regularly lift to 5lbs, and occasionally lift up to 20lbs.

