



Job Title: Technical Sales Representative
Department: Inside Sales

JOB SUMMARY

Efficiently develop proposals and quotes for an assigned territory, primarily for End-Users and Reps that sell to End-Users. Provide customer service as required during Proposals and Quotes and Post-Order Support phases. Work proactively within a defined Sales Team structure to service customers. Own primary customer relationship (in conjunction with overall Sales Team) to facilitate long-term customer retention and satisfaction.

Able to work proactively in a fast-paced environment with a high-volume of customer interaction regarding technical products and applications. Manage timely and accurate information flow while demonstrating proper judgment in unstructured decision-making situations (including terms and conditions, pricing, discounting, credits, and warranty claims administration).

Must gain and demonstrate thorough understanding of product technical features and integration with application environments. Must be able to read and interpret mechanical drawings and technical specifications.

Present a professional demeanor in all customer contacts, including conflict resolution and related critical customer satisfaction situations. Possess effective business writing, reading, and verbal communication skills in self-prioritized, multi-tasking situations.

PRIMARY ACCOUNTABILITIES

Proposals and Quotes – 65% of Time

- Receive and respond to informal phone, email, web-based inquires for basic technical data, price, delivery, or applications information (including current users references) from End-Users and Reps.
- Evaluate customer application information and recommend equipment in alignment with customer-defined performance, delivery, and price parameters (using Sales Team members, as needed.)
- Develop pricing and discounting strategy based on knowledge of competitive offerings and defined guidelines.
- Possess basic understanding of manufactures Terms and Conditions to assess significance or customer-requested variances.
- Determine proposal type and transmission mode for formal proposals requests.
- Prepare written proposal documents.
- Assure delivery of proposal to customer and execute follow-up contact.
- Support new business development activities and follow-up on sales leads, as required by Marketing and Sales functions.

- Owns the Proposal and Quote phase for Standard Orders (all) and for selected Managed Orders (End-User or Rep based.)

Order Entry – 15% of Time:

- Application review to reconcile ordered equipment against customer application information to assure proper equipment has been specified.
- Assist in clarifying model codes and equipment descriptions, addressing price deviations, commission assignments, credit holds, and provide other information as required.

Order Production – 5% of Time:

- Review customer-requested in-production order changes.
- Determine financial and performance impact of request changes.

Post-Order Support – 15% of Time:

- Field incoming inquires for Post Order service and support issues. Ask probing questions to determine best course of action to fulfill customer needs and minimize costs.
- Issue timely and detailed Material Return Authorizations (MRA's) for equipment.
- Make decisions regarding issuance of credits and creation of special exchange terms, using defined manufacturers guidelines.
- Initiate internal quality reporting process via electronic quality system.
- Owns the Post-Order Support phase for all Standard and Managed Orders.

Competency Requirements:

- Organization & Thoroughness	High
- Technical Acumen	Intermediate
- Business & Financial Acumen	Intermediate
- Knowledge of Terms, Conditions & Logistics	Basic
- Product Knowledge	Intermediate
- Computer Skills	Intermediate
- Teamwork	High
- Decision Making	Intermediate
- Communication	Intermediate
- Interpersonal Skills	Basic
- Leadership	Basic

Education and Work Experience:

- 4-Year Degree Preferred, 2-Year Degree Considered
- 1-3 Years Customer Service-oriented experience required.

Physical Requirements:

While performing this job the employee is regularly required to sit, talk and hear and must be able to operate a telephone and computer. Lifting requirements rarely exceed 5 pounds.