

Job Title: Technical Sales Associate
Supervisor: Office Manager
FLSA Status: Salaried, Exempt

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Mt Laurel, NJ, 08054

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Summary

The role of Technical Sales Associate is to grow motor and VFD sales in direct support of the Outside Sales team. They are to provide complete Customer Service duties to our customer base, including assisting the outside sales team with quoting, order entry, expediting, and technical assistance with motors and drives. The candidate will provide excellence to a full range of customer needs in a complex business; the sale of high-end motor and drive OEMs, distributors and end users in the greater Philadelphia Metro Area.

This role has the potential to be an Outside Sales Engineer for the right candidate.

To prepare in the employee for the role, a full schedule of initial and follow-on training sessions will help the employee gain the necessary skills and knowledge to function effectively in the position.

Essential Duties and Responsibilities include, but not limited to, the following:

- Pre & post-application technical support of products to inside sales representatives, field sales representatives, and customers
- Develop, present, and respond to proposals for specific customer requirements
- Create quotes for custom product based on customer specifications that go beyond what is offered as stock product
- Identify, analyze, and recommend competitive situations to field sales and marketing
- Keep informed on industry news and trends, products, services, competitors, relevant information about legacy, existing, and emerging technologies, and the latest product-line developments
- Possible travel to other sites for training and sales calls
- Additional tasks deemed necessary by the Office or District Manager

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data
- Continuous Learning - Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; requires minimal supervision; uses resources effectively
- Use of Technology - Adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions
- Customer Service - Responds promptly to customer needs; meets commitments
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Preferred Bachelor's Degree in engineering, ideally electrical or mechanical, or related inside sales and/or Industrial Electric Motors experience. Equivalent experience or Technical Associate's Degree may substitute formal education. Position requires a high level of judgment, exceptional analytical ability and creativity in investigating customer problems that require original and highly innovative solutions.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions. Must possess competent skills, knowledge, and ability in mechanical and electrical products to identify and recommend customer solutions

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Design software; Word Processing software; Spreadsheet software; Order processing systems and Inventory software.

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment

Technical Associates operate in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.