

Technical Support Engineer – Inside Sales

Reports to: Inside Sales Manager or National Sales Manager

Supervises: n/a

Overtime Pay Status: Non - Exempt

Primary Duty:

Working in a team environment, responsible for providing technical support, following up on that support and working to expand sales through sales activities with new or existing accounts and expanding our customer base through lead follow up.

Essential

Job Functions:

- Provide technical support to customers on selecting and sizing products based on application needs, writing sample and troubleshooting programs, providing technical data and information, and troubleshooting problems, by phone, email and chat;
- Helps customers to become familiar with the company's products and services;
- Review customer drawings, plans, and other customer documents to develop and prepare cost estimates and recommended products;
- Follow up previous technical support activity to continue to build relationship and determine new sales opportunities;
- Successfully develop account lists and if needed, hands off accounts to Inside Sales for further follow up and development;
- Provide customer service regarding price, delivery, RMA coordination and resolve customer complaints;
- May visit accounts, based on need, to further qualify, develop and evaluate potential;
- May attend trade shows, seminars and motion an motor fairs;
- Provide the Marketing Department information and feedback from customers;
- May support and coordinate local sales promotions such as direct mailers, email blasts, motion and motor fairs, etc;
- May Support distributions sales growth via trainings, and support;
- May provide training to employees as required;
- Use CRM daily to record / report customer information in a timely manner;
- Contributes to providing monthly reports;

Collateral Duties:

- Perform other tasks and special projects as needed.

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, use hands-to-finger, handle, or feel, reach with hands and arms, sit, talk, and hear. The employee is frequently required to stand and walk. The employee is occasionally required to balance and stoop, kneel, crouch. The employee must regularly lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential job function assigned satisfactorily. The requirements listed above 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.

Requirements:

- Bachelor's degree (B. S.) of Engineering or Engineering Technology
- 1-2 years of related experience;
- Good written and verbal communication skills;
- Good computer skills;