|  |
| --- |
|  C:\Users\mtolbert\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\WV1T5DTS\ONICON LARGE.png  |
| **TITLE**: Sales Engineer 1  |
| **Department**: Applications and Sales Engineering   |
| **Work Location:** 11451 Belcher Road South, Largo, Florida 33773  |
| **Reports to**: Director HVAC Market Development |
| **Date Prepared**: 1/8/2016 | **Revision Date(s)**: n/a |
| **Reviewed and Approved by**: President |
| **Position overview**: This is an “inside sales & applications support” position where inbound phone calls and e-mails from customers, representatives and consulting engineers are responded to in a cordial and technically sound manner. In addition, the Sales Engineer I will initiate calls to customers to ask about technical issues with respect to orders, request for quotation, and specifications. The ability to speak and write well are of utmost importance for this position, as is the ability to multi-task in a fast paced work environment. This position requires a very service-oriented person, who enjoys helping customers and engineers solve their measurement challenges.  |
| **Key Responsibilities****Responsibilities include, but are not limited to:*** Works cooperatively and constructively with Customer Service Team, Regional and Territory Sales Managers and Independent Sales Reps to meet annual sales goals and to ensure customer satisfaction.
* Develops and maintains strong technical and applications expertise with all ONICON products.
* Develops and maintains expertise with ONICON’s order entry system.
* Prepares quotations and responds to technical inquiries in a timely manner in response to customer requests. Supports our independent reps in these efforts also.
* Able to read and comprehend engineering specifications and drawings and suggest the appropriate ONICON products to quote and submit, including pointing out exceptions to the specification.
* Supports the preparation of submittal packages and special wiring & installation diagrams for customers as required.
* Provides technical support and assistance to our Customer Service group; especially on large or complex orders.
* Provides direct support for high profile projects and technical service issues as required.
* Attends trade shows in a supporting role, along with a senior associate.
* Assists service department with technical troubleshooting and product returns as required.
* Provides feedback and assistance to the Product Management Team with respect to the development of sales and technical documentation.
* Participates in training seminars for customers.
* Perform any other duties or responsibilities as requested by Supervisor or Manager

**Position Requirements*** 2+ years in an HVAC related technical sales position with strong communication and computer skills or
* Transition from an ONICON Sales Engineer in Training position after 12 months.
 |
| **Preferred Qualifications:*** 2-4 year technical degree, or equivalent technical level experience
 |
| **Traits:**Ability to uphold ONICON’s mission and vision. Must be accurate and pay attention to details. Willing to take on tasks as directed. Willing to take initiative when appropriate. Willing to be flexible as needed. Trustworthy, loyal, helpful, friendly, courteous, kind, cheerful, thrifty, and respectful. |
| **Computer Skills:*** Microsoft Office – Excel, Word, Outlook, Sales Logix
* CAD experience helpful
 |
| **Working Conditions:*** Physical Demand(s): Sitting and standing for reasonable periods of time
* Visual Demand(s): Ability to look at a computer monitor for reasonable periods of time
* Hazard(s): Office environment with trips to customer offices, convention centers and construction sites.
 |
| **Print Employee Name**:  |
| **Employee signature**:  **Date**:  |