



Star Cutter Company Job Description



Job Title: Sales Engineer

Location: Northern Michigan

Reports To: National Sales Manager

Role

The Sales Engineer is the primary contact for selling product to the marketplace. They are responsible for working collaboratively with the applications, engineering and inside sales teams to gather the proper information to bring a clear solution based proposal to new and existing customers. The Sales Engineer must be able to identify and provide reliable information for all commercial and technical issues to assure complete customer satisfaction, all while building and maintaining a professional relationship.

Direct Responsibilities:

- Respond to external technical support requests on issues related to product selection, application, specification, runoff, training, etc...
- Clearly identify product configuration based on customer request and submit formal customer quotations
- Extensive, well documented, interaction with customers, partners and team via phone and email
- Maintain expert level of product knowledge and application
- Listen, understand and convey customer requirements
- Resolve customer issues or difficulties in a manner that is consistent with the Company mission, values, and financial objectives
- Maintain professional business relationships with target or assigned accounts
- Identify and communicate customer's needs and sales opportunities to help future growth
- Meet or exceed expectations for new customer generation and sales revenue targets, on quarterly bases, with measureable performance indicators

Team Responsibilities:

- Gather the needed information from the team and travel and present our products to the market place.
- Present basic proof of concept plans to the customer on special requests with the aid engineering and applications
- Maintain customer relations from order intake all the way through product delivery – communicating and resolving issues along the way with the customer
- Provide status of ongoing sales activities to ensure all parties involved remain focused on our growth and business objectives

Knowledge and Skills:

- Proficient in Microsoft Office
- Strong communication, interpersonal and organizational skills
- Proficiency with CRM/Database tools
- Proven Project Management skills
- Available for travel 50%

Education:

- AA/BS in Engineering, Technical Field, or equivalent successful experience in a similar direct sales role
- 5+ years' experience in Engineering or Customer Service

Submit resume to: recruiting@starcutter.com