

TITLE OF POSITION: Technical Sales Engineer
DEPARTMENT: Administration
REPORTS TO: Sales Manager

JOB PURPOSE:

Support RPMI customers with pre-sale technical assistance, generate proposals, and project management through final product delivery. Perform as the key point of contact for customers by providing technical knowledge and support for current and future applications. Provide input to update policies and procedures to achieve maximum efficiency of all sales activities. Provide leadership to achieve maximum profitability and company growth.

JOB DUTIES: (Include but are not limited to the following)

- Confer with customers to assess technical designs to qualify applications for additive manufacturing.
- Review specifications and schedules to meet customer needs.
- Generate inquiry documentation and subsequent job quotations.
- Provide timely, accurate, and competitive pricing on all requests, while striving to maintain superior quality and maximum profit margin.
- Secure purchase orders/contracts and write up internal job sheets as required.
- Work directly with Manufacturing, Engineering, and Quality to meet all customer requirements.
- Provide pre-order and post-delivery customer support.
- Provide program status updates to customers as needed.
- Prepare technical sales and marketing presentations, as well as any special sales projects and new marketing opportunities.
- Participate in industry shows and conferences.
- Support internal cross-functional development by contributing to the ongoing maturation of the company's processes and procedures.
- Confer with vendors to provide timely services and acquisition of materials.
- Develop the required knowledge to support and contribute to the improvement and maintenance of the Quality Management System and any associated responsibilities, as directed.
- Develop proficiency in the use of CAD systems (Autodesk – Inventor, NX, etc.)
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

A Mechanical Engineering or Metallurgical Engineering preferred; other related engineering degree (BS) may be considered based on experience. Technical/industrial sales experience preferred, willing to train the right candidate base upon past job experience. Must have good, professional communication skills - both written and verbal. Other valuable skills include the following: excellent computer knowledge, negotiating skills, multi-tasking, excellent perception to details, organizational and scheduling skills, and solid decision-making ability. Must be proactive and a team player.