



Job Description

Job Title: Sales Engineer
Department: Sales
Supervisor: Director of Sales and Marketing
FLSA Status: Exempt

Summary: This position is within the Sales team of RJS Corporation. The Sales Engineer's primary responsibility is to coordinate incoming requests for quotation, interpret the customers' needs, and prepare and submit quotations. The position requires technical skills to gather information about and interpret customer requirements and select and appropriately price RJS solutions to meet those requirements. The Sales Engineer will also assist in preparing pricing, negotiating terms, and working with Sales, Engineering, Purchasing, and Production teams to respond to customer requests. The individual in this role must work collaboratively with all RJS functional areas, particularly Sales, Engineering, Purchasing, Production and Finance. Days and hours of work are typically Monday through Friday 8:00 a.m. to 5:00 p.m., with additional hours as required to fulfill job duties.

Essential Duties and Responsibilities: Under the direction of the Director of Sales and Marketing, the Sales Engineer duties and responsibilities include, but are not limited to, the following:

- Acting as a primary contact for all customers regarding quote inquiries, order inquiries, and technical inquiries;
- Reviewing blueprints, plans and other customer documents to develop cost estimates for the manufacture of the requested equipment or services, and validating customer requirements against product technical specifications;
- Submitting proposals and securing customer orders for Company products or services;
- Ensuring communication between the RJS Sales, Engineering and Production teams, including, but not limited to, leading the daily Sales Order and Quote Review meetings;
- Helping to resolve customer problems with RJS equipment by gathering the appropriate information and coordinating a response through the RJS Engineering team.
- Communicating proactively with customers regarding any status changes to their orders;
- Preparing and delivering technical presentations explaining the Company's products or services to customers and prospective customers;

- Participating in customer-facing functions including, but not limited to, domestic and international travel to customer site visits, tradeshow, presentations, and meetings. Anticipated level of travel up to 10%;
- Manage sales tools, update and improve upon them as necessary to support the business.
- Marketing the Company's product and service offerings by regularly communicating with existing customers and identifying and initiating contact with potential customers;
- Identifying and proposing to management changes in equipment design, inventory purchasing or processes that would result in improvements to Company operations or reduction in costs;
- Assisting with research and develop of new product or service offerings;
- Maintaining professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and/or participating in professional societies as needed.

This job description is not designed to cover or contain an exclusive or comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice, and additional duties, responsibilities and activities may be assigned as needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

- Speaking and writing fluently in English;
- Is a self-motivator with the ability to pursue and generate opportunities independently with minimal supervision;
- Exhibiting attention to detail, and accepting and using constructive feedback to effectively modify project designs;
- Gathering and analyzing information necessary to problem solve and perform the assigned duties and responsibilities;
- Working cooperatively with customers and fellow employees;
- Leading communication between internal stakeholders;
- Thinking strategically with the goal of researching, developing, designing, efficiently manufacturing and timely delivering high quality products;
- Demonstrating the desire and ability to learn and apply new skills;
- Maintaining consistent attendance and punctuality for work;
- Owning and exhibiting RJS Core Values – *“Work Smart, Work Safe”*; *“RJS Pride – Quality and Service”*; *“Reaching Success Through Teamwork”*; *“Innovation and Continuous Improvement For Over 65 Years”*; *“Own Our Work, Own the Market”*

Mandatory 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.

Legal Work Authorization

- Employees must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Visa sponsorship is not available for this position.

Education and/or Experience

- Bachelor's degree from an accredited institution is preferred but not required.
- A minimum of five (5) years as a technical sales or manufacturing representative, applications engineer, or technical customer service representative.

Skills

- Ability to interpret a variety of technical specifications, drawings, and bills of material;
- Strong verbal and written communication skills and the ability to cultivate interpersonal relationships with existing customers, potential customers, and co-workers;
- Able to work in a fast-paced environment, handling simultaneously occurring tasks;
- Ability to read, understand and/or interpret commercial terms and conditions and shipping terms for International trade;
- Strong computer skills, including, but not limited to, a working knowledge of Microsoft Word, Excel and PowerPoint. The ability to view and quickly learn and use software systems for managing quotations and orders. The ability to view and understand product and system drawings in AutoCAD 2D Design and SolidWorks 3D.
- Experience interpreting customer requirements, preparing quotations and responding appropriately.

Preferred Qualifications:

Skills

- Experience in a manufacturing environment (direct or indirect);
- Demonstrated capability to negotiate agreements and resolve conflicts;
- Experience selling capital equipment and aftermarket parts.

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. While performing the duties of this Job, the employee is regularly required to sit, use hands to finger, to feel or reach with hands and arms, and to talk and hear. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 10 pounds, open filing cabinets, and stand and bend as necessary. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet.

<p>I hereby acknowledge that I have read and understand the daily job duties of my position with RJS Corporation and can perform them without change or accommodation.</p> <p>Employee Name (Printed): _____</p> <p>(Signature): _____</p> <p>Date: _____</p>
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Prepared 10.08.2021