

POSITION DESCRIPTION

POSITION: APPLIANCE/AUTOMATION EQUIPMENT SENIOR SALES ENGINEER

POSITION REPORTS TO: Regional Director Americas
Appliance Sector Sales Coordinator

POSITION OBJECTIVE

Scott Technology is a supplier of automation equipment into the appliance industry within North America and Mexico, with some market share in other Latin American countries. We are growing the sales engineering presence, based in Ohio, and require a senior sales engineer to continue to develop our successful sales presence and increase our business within the sector.

This senior role will be responsible for promoting and selling capital equipment primarily into the Americas white-ware sheet metal industry, our market of experience, while upholding and developing the company's reputation as a solutions' provider in other sectors.

DELEGATED AUTHORITY- As per company policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Sales and Business Development

- Develop and present engineering proposals, technically and commercially, that provide customers with solutions mainly in the areas of new equipment, however can involve the modifications and repurposing of Scott equipment.
- Develop, draw-up system layouts, write-up process descriptions and cost sales proposals in conjunction with the NZ based sales team for peer review and final presentation to an audience of both technical and corporate level customers.
- Commercial negotiations, converting into sales with agreed profit margins.
- Effective handing over sold projects to Scott project and manufacturing teams from the customer, while remaining the customer advocate.
- Maintain, strengthen and increase customer relations with regular communications and effective appropriate visits on various customer levels.
- Actively seek new sales opportunities within the Americas, adding new customer's sales, reducing the reliance on the current customer base.
- Respond appropriately and in a timely manner to customer enquiries. Initial response within 24 hours to acknowledge communication.
- Be alert to other opportunities for sales within the wider experience of the Scott Group. These would be passed onto relevant internal Scott people to record and follow up.

- Be vigilant in recording opportunities, changing customer details, opportunity information and updates into CRM.
- Assist and coordinate the growing of a small sales and marketing team that will be built up in the USA over the next 3 years, possibly spreading geographically. Mentoring others as required.
- Responsible for sales and service of sectors outside the Appliance sector when required
- Actively contribute to the wider Scott group sales strategies and development. Contribute to, and assist with, implementing the sales and marketing strategy of the wider Scott group.

2. Travel

- Travel away from home (domestic or international) will be expected with consideration given to frequency of travel and exceptional personal circumstances that may exist.
- Travel may sometimes be required at short notice.

3. Reporting & Documentation

- Filing and sharing of customer information, including accurate and timely CRM updates.
- Preparing sales and other reports as necessary.
- Providing customer reporting as requested.

4. General

- Keeping up to date on Scott Technology Ltd practices and policies with the company publishing notice of applicable changes and amendments as required.
- Compliance with Health and Safety procedures to meet legislative standards as communicated by the company and consistent with the company's Health & Safety Management system.
- Managing company compliance as required by legislation or best practice.
- Supporting the Group's Lean Six Sigma's continuous improvement programme to ensure the delivery of high quality products and services in less time.

Perform any other related duties as required or assigned.

QUALIFICATIONS

- Experience in selling equipment into the North American Appliance white-ware metal processing industry (ideal). Experience in alternative but relevant industries also considered (technical support available when required from engineering team).
- Solid understanding of metal forming and automation processing / automated equipment engineering production experience.
- Experience in presentation.
- Customer focused with demonstrated ability to build and maintain effective customer relationships.
- Proven ability to collaborate as part of an international team and also work independently.
- Self-motivated, self-managing, professional.
- Excellent verbal and written communication.
- Computer literacy- MS suite of products, CAD (AutoCAD or SolidWorks).
- Excellent organisational and time management skills.
- Willingness to mentor other team members when required.

EDUCATION AND EXPERIENCE

Four year college degree, or equivalent experience resulting in broad knowledge of a field related to the job, (Bachelor's Degree in Engineering preferred), plus 5 years related experience and/or training. Or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

None.

SUPERVISORY RESPONSIBILITIES

None.

COMMUNICATION SKILLS

Ability to read and understand simple instructions, short correspondence, notes, letters and memos. Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to read, analyze, and understand general business/company related articles and professional journals. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations. Ability to work with mathematical concepts such as probability and statistical inferences. Ability to apply mathematical operations to such tasks as frequency distributions, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situation where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, or diagram formats. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal, logical or scientific symbolism such as formulas, scientific equations, and graphs. Ability to deal with a variety of abstract and concrete variables.

SUPERVISION RECEIVED

Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required. Virtually self-supervising.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a division of employees engaged in widely diversified activities.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of major importance which would have considerable effect on the final attainment of multiple major activities and the organization's projects of a large organization component and organization's clientele.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations, many requiring a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed to general oversight. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. Many activities covered by general organizational philosophy and objectives. High order of analytical, interpretative, and/or constructive thinking in varied situations. Solving problems in novel, non-recurring or swiftly changing situations in which the approach is not fully defined may occur. Guidance by top management.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment; occasional use of specialized or advanced software programs.

ACCURACY

Probable errors would not likely be detected until they reach another department office or patron and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors is always present due to requirements of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

PUBLIC CONTACT

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of extreme importance and failure to exercise proper judgment can lead to substantial losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Frequently involved in difficult negotiations which require a well-developed sense of strategy and timing. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: Contact Management, Database

Intermediate: AutoCAD, Enterprise Resource Planning, Presentation/PowerPoint, Programming Languages, Spreadsheet, Word Processing/Typing

Basic: Accounting, Alphanumeric Data Entry

ADDITIONAL SOFTWARE SKILLS

Efficient with Microsoft Excel, CRM and other Office suite applications

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

While performing the functions of this job, the employee is regularly required to talk or hear; and frequently required to stand, walk, sit, use hands to finger, handle, or feel; occasionally required to reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, taste or smell.

The employee must occasionally lift and/or move up to 25 pounds, occasionally lift and/or move up to 50 pounds, occasionally lift and/or move up to 100 pounds with assistance, occasionally lift and/or move more than 100 pounds with assistance, frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include ability to adjust focus.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is frequently exposed to work near moving mechanical parts, toxic or caustic chemicals, risk of electrical shock; and occasionally exposed to work in high, precarious places, fumes or airborne particles, outdoor weather conditions, wet or humid conditions, extreme cold, extreme heat, risk of radiation, vibration.

The noise level in the work environment is usually loud.

ADDITIONAL INFORMATION

Percentage of time required for travel in this position: 40-60%

COMPANY VALUES / EXPECTED BEHAVIOURS

- Customer Focus
 - ✓ Build trust and confidence with our internal and external customers in the way we listen, engage, and respond to their needs.
 - ✓ Add value, and understand our customers' perspectives and expectations.
 - ✓ Innovate, be creative, and think lean and efficient.
- Teams who Trust
 - ✓ Do what you say you will, respect, support others, and always give your best.
 - ✓ All actions and communications support one team, one company.
 - ✓ Empower, share information, and be accountable.
- Attitude and Integrity
 - ✓ Be accountable for your actions, be positive, flexible and open minded.
 - ✓ Take care of the company and our customers like they were one's own.
 - ✓ Act with honour in everything you do.
- Results Matter
 - ✓ Persist, have strength, and act with urgency.
 - ✓ Continually evaluate and measure progress, and take action.
 - ✓ Take part and share in the celebration of change and success.