

### Sales & Application Engineering Specialist

**Reports to:** National Sales Manager

**Supervises:** n/a

**Overtime Pay Status:** Exempt

#### Primary Duty:

Sell sub-fractional horse power electric motors, drives, fans and associated motion control equipment.

Provide consistent superior customer service as related to the overall sale, order, processing, and follow-up of all received purchase orders and customer inquiries.

#### Essential

#### Job Functions:

- Responsible for sales volume, forecasting and sales growth, by maintaining existing customer base and increasing new customer base within designated sales territory;
- Call on current and potential customers such as engineers, designers, or other professional and technical personnel at commercial, industrial, and other establishments and attempt to convince prospective client of desirability and practicability of products or services offered;
- Support distributions sales growth via trainings, support, joint calls, joint marketing and goal setting;
- Manage and follow up on leads in local territory;
- Review customer drawings, plans, and other customer documents to develop and prepare cost estimates and properly engineered products;
- Provide technical support to clients relating to operation of motors, drives and related products;
- Prepare and present customer quotations, trainings, seminars, call reports, and special reports as directed;
- Work with Accounts Receivables to collect delinquent payments;
- Prepare and submit sales reports;
- Share market information working with other departments throughout the organization;
- Participate in the Sales Engineer Certification Program as related to the Technical Knowledge of products.
- Use CRM as necessary to record customer information.
- Provide proactive pre-sale and post-sale technical support to customers as assigned, key distributors and Oriental Motor Sales Engineers on all Advance Technology Products, via phone, email or on-site, as needed.;
- Technical/Sales support includes, but is not limited to, these activities:
  - Provide on-site application engineering and product consulting;
  - Maintain current knowledge of new products and applications through self-study, hands-on testing of demo units and scheduled Oriental Motor training;
  - Develop technical/application notes where applicable, detailing start-up and usage procedures of network products;
  - Work and use our technical support group to deliver high customer satisfaction;
  - Work with and within teams with other engineers and sales engineers to provide support to OEM's and Distribution;
- Provide and develop technical and solution training to customers, distributors and Oriental Motor Sales Engineers on Advanced Technology Products. Actively identify opportunities for custom training classes within your assigned key account(s) and territory;
- Document support case data utilizing CRM;
- Document on-site customer and distributor visits utilizing CRM;
- Identify new market trends/needs and report utilizing Market Feedback through CRM;
- Identify new potential markets and customers for Advance Technology Products;
- Perform other duties as assigned.

**Collateral Duties:**

- Perform other tasks and special projects as needed.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands-to-finger, handle, or feel, reach with hands and arms, sit, talk, and hear. The employee is frequently required to stand and walk. The employee is occasionally required to balance and stoop, kneel, crouch. The employee must regularly lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential job function assigned satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Requirements:**

- BS in Electrical or Mechanical Engineering or equivalent;
- 2-5 years of application & sales experience with industrial automation products;
- Ability to program using Ethernet IP;
- Ability to program using Ether Cat and Motion Controllers is a plus;
- Experience with PLC, VFD, HMI, Control Networks and other industrial automation applications;
- A working knowledge of servo systems and steppers;
- Ability to develop and maintain in-depth, up-to-date technical knowledge, including the latest Oriental Motor products, and to serve as an expert on our Advanced Technology Products;
- Strong verbal and written skills;
- Technical writing experience;
- Organization skills, i.e. for documents, demos, work area and time management;
- Project Management experience;
- Ability to discuss and analyze customer application requirements on phone or in person;
- Professional, patient, positive, confident communication style and attitude and ability to operate effectively as part of a team;

**Travel Requirements**

- *Minimum* of 60% time spent on outside sales calls
- 25-50% overnight travel for sales/application support