



STRATEGIC SALES SUPPORT SPECIALIST

DIVISION:	Foundry/Pumps	JOB CODE:	5111
LOCATION:	Aurora	JOB FUNCTION:	Sales
DEPARTMENT:	Sales - Pumps	FLSA STATUS:	Exempt
REPORTS TO:	International Sales Engineer	EFFECTIVE DATE:	07/08/25

JOB SUMMARY

Act as a liaison between Sales, Production, and core customers. Support Sales and Operations functions by providing technical sales assistance, completing quotes and timelines for order fulfillment, and developing long-term, mutually beneficial relationships with Pyrotek's Aluminium and Foundry sales customer base.

QUALIFICATIONS

Education/Experience

Bachelor's degree in business or similar technical discipline, preferred, or four (4) years of service, sales, or technical manufacturing experience, preferably within the Aluminium or Foundry industry, or equivalent combination of education and experience.

Prior experience with blueprints, drawings, technical data sheets, understanding and conveying product manuals, and data management utilizing Microsoft Excel, highly desired.

Knowledge/Skills/Abilities

Customer Service. Passion for providing a high level of customer service and business development activities along with an in-depth understanding of sales principles and customer service practices. Proven ability to manage difficult or emotional customer situations, respond promptly to sales team, customer needs, solicit customer feedback to improve service, and respond to requests for service and assistance. Ability to consistently and effectively meet customer service commitments.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations.

Communication Skills. Ability to speak clearly and persuasively in person or over the phone in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Advanced knowledge of Microsoft Office Products, particularly Excel and Outlook, including ERP and CRM Systems.

Core Business Skills. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Ability to work independently, without significant direction and to use resources effectively to "figure it out". Strong critical thinking skills, judgement and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondences. Ability to operate within an approved budget and develop and implement cost savings measures that align with strategic goals.

Professional Investment. Demonstrated commitment to own personal professional development and learning.

Travel. Ability to travel domestically by land and air up to 10%.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1. Provide exemplary customer service by promptly and appropriately answering and responding to customer requests, and redirecting customer sales calls, when applicable.
2. Effectively provide support to the Sales team by providing new part quotations, and troubleshooting, as needed, with quotations, orders, and account statuses.
3. Regularly assist Sales team by reviewing specifications on customer quotations to facilitate order accuracy.
4. Act as a liaison with Production and support teams by ensuring ongoing dialogue and internal communications, monitoring projects, and providing exemplary customer service to both parties.
5. Oversee and review expedited orders daily, coordinate weekly meetings with Production and ensure the tracking system is updated and maintained.
6. Facilitate product rebuilding process from start to finish, to include:
 - a) Coordinating weekly meetings with Production.
 - b) Providing quotations and part specifications to customers, Sales and Customer Service related to refurbishing/rebuilds.
 - c) Providing Production and Engineering with final build report for each refurbish/rebuild.
7. Coordinate with outside sales with regards to maintaining and distributing customer pricing.
8. Utilize Customer Relationship Management software (CRM) to identify customers and collaborate with outside Sales team to coordinate communications with the purpose of soliciting new business and ensuring the accuracy of CRM data.
9. Identify and develop prospective customers outside of current customer base by conducting cold calls and performing general research activities to determine where additional sales opportunities exist.
10. Read, inspect, and interpret drawings for parts and assemblies to identify items required by customer or Sales teams.
11. Visit customers, as needed, to provide technical guidance, assist with troubleshooting of pump-related equipment, and develop and/or enhance business relationships.
12. Manage data collection for ongoing trials of new products and equipment, and accurately report information to the Engineering Department.
13. Review customer complaints with Quality team to provide general feedback regarding product performance.
14. Attend sales meetings/training sessions and other educational and industry related functions.
15. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
16. Maintain regular, consistent, reliable, punctual and predictable attendance, as required to achieve internal and external customer satisfaction.
17. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
18. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
19. Actively support compliance with all relevant ISO management system standards by establishing, implementing, and/or maintaining processes needed for internal and external communication relevant to the EMS, including what, when, and with whom to communicate. Respond to relevant communications related to the EMS.



- 20. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
- 21. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
- 22. Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

While performing the essential responsibilities of this position, team member generally will work in an office with occasional work in the manufacturing environment where Personal Protective Equipment (PPE) is required, and noise, heat, fumes, and other hazardous environmental elements exist.

Team Member's Signature

Date