



SALES ENGINEER

DEPARTMENT:	Sales	REPORTS TO:	Flat Glass Industry Manager
DIVISION:	Carlisle/Glass	FLSA STATUS:	Exempt
JOB CODE:	5200	EFFECTIVE DATE:	8/22/2024

JOB SUMMARY

As part of the U.S. Glass Sales team, the Sales Engineer is responsible for managing and increasing Pyrotek's sales of technical products and solutions to core customers and working closely with the technical sales team to develop and sustain long term mutually beneficial relationships with Pyrotek's Glass customer base.

QUALIFICATIONS

Education/Experience

Bachelor's degree in business, engineering, or a related technical discipline, plus five (5) years of interrelated work/sales experience in a technical or process related industry.

Experience within the flat glass industry, and with bending, tempering, or manufacturing flat glass, a plus.

Knowledge/Skills/Abilities

Customer Service. Passion for providing a high level of customer service and executing business development activities. Proven ability to manage difficult or emotional customer situations, respond promptly to customer needs, solicit customer feedback to improve service, and respond timely to requests for service and assistance. Ability to consistently meet timelines and commitments. able to organize, contact, confirm and book complex trips, to multiple customers, in order to cost-effectively maintain and grow the customer relationship.

Business Acumen. Ability to build relationships and sell technical solutions in an industrial setting. Demonstrated understanding of business implications of decisions. Adept at balancing profitability and customer sustainability and growth by pricing products and services accordingly. Demonstrated knowledge of industry, market, and competitors. Ability to identify external threats and opportunities and institute and adapt strategies based on the organization's strengths and weaknesses, the competitive environment and changing conditions. Affinity for setting and achieving challenging goals. Proven record of persistence and overcoming obstacles. Desire to measure self against standard of excellence. Willingness to take calculated risks to attain goals.

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, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondences. Ability to work within an approved budget. Experienced in developing and implementing cost saving measures. Accomplished in contributing to revenue and profitability. Ability to utilize organizational resources to align work with strategic goals.

Core People Skills. Ability to positively interact and work collaboratively with 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.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office Products, Power Bi, Visual, and ERP (Enterprise Resource Planning) and CRM (Customer Relationship Management) Systems.



Communication Skills. Ability to speak clearly and persuasively in person or over the phone in positive or negative situations. Able to 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.

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

Travel. Ability to travel to customer and Pyrotek facilities up to 50%. Regular overnight travel required. U.S. Passport or ability to obtain.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1. Establish, grow, and enhance sales accounts, by:
 - a. Appropriately creating a working relationship with customer base that meets/exceeds expectations.
 - b. Effectively negotiating pricing, minimum order quantities and stocking agreements with vendors, suppliers, and customers; communicate changes internally for customer demands.
 - c. Promptly providing technical support to customers by collaborating internally and ensuring positive resolution.
 - d. Soliciting sales of new or additional products via telephone or in person, and preparing, pricing, and presenting quotations; set final new prices, margins, and quotations for new products or services.
 - e. Continuously maintaining awareness of competitors' activities and employ counter measures to beat or contain competitor efforts.
 - f. Prospecting new customers, and preparing, pricing, and presenting quotations.
 - g. Correctly developing and preparing customer stocking agreements and submitting to Supply Chain Team for final review prior to customer signing. At a minimum, each quarter, review agreement levels versus actual performance to ensure customers meet agreement terms.
 - h. Assisting as needed to resolve customer accounts receivable issues.
 - i. Presenting internal and customer technical presentations, as requested.
 - j. Meeting/exceeding sales and gross profit targets for assigned territory.
 - k. Actively strategize with management on sales tactics.
2. Provide effective sales support and ensure customer expectations are met/exceeded for assigned division(s)/products, by:
 - a. Setting final new prices, margins, quotations on new products or services.
 - b. Establishing positive working relationships with the customer by fielding territory customer calls, handling orders and responding to customers in a timely and efficient manner.
 - c. Establishing positive and collaborative working relationships with internal sales engineers, manufacturing operations, applicable vendors, and suppliers.
 - d. Drafting and pricing quotes, gathering data, preparing reports and/or presentations.
 - e. Regularly visiting customers at their facilities for the purpose of selling, building customer rapport, and/or training.
3. Research and address all customer problems and requests, including defining best products as a solution.
4. Field and resolve customer complaints concerning billing or products, and document accordingly and timely; initiate RMA's/customers credits, as needed.
5. Partner with customer service, operations and supply chain as needed to ensure order fulfillment expectations are met.
6. Utilize Contact Management database (CRM System) to complete trip reporting and internal sales relationship communications in a timely manner. Ensure travel expense reporting is accurate and timely manner.



7. 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.
8. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
9. 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.
10. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
11. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
12. Consistently promote and communicate Pyrotek’s core values through work performance and excellent customer service.
13. 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

Generally, work within an office and manufacturing environment, with exposure to fumes or airborne particles, a moderate level of noise, and moving mechanical parts such as overhead cranes, vibration and moving vehicles. Personal Protective Equipment (PPE) such as approved footwear, respirators, and safety glasses/goggles, may be required.

Team Member’s Signature

Date

Manager’s Signature

Date