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## Job Description: Inside Sales Engineer

**Reports To:** VP, Customer Service

**Direct Reports:** None

**Location:** Marietta, Georgia

**Employment Type:** Full Time

### Summary

The Inside Sales Engineer is the primary support resource for our customers, partners and outside sales team. They are responsible for working collaboratively with the outside sales team as a technical advisor and product advocate. The Inside Sales Engineer must be able to identify and provide reliable solutions for all commercial and technical issues to assure complete customer satisfaction.

### Responsibilities

Primary:

- Assist outside sales team in executing and achieving their territory and market business plans.
- Resolve internal and external technical support requests or issues related to product selection, application, specification, installation, etc...
- Prepare basic takeoffs based on plan review and specifications; develop zone maps and accurate bill of materials.
- Commercial processes for quotation, receipt of order, order entry, shipment and delivery of order, and resolution of return requests and quality issues
- Extensive interaction with customers, partners and team via phone and email.
- Travel as needed with outside Sales Team to support presentation and trade show activities.
- Maintain expert level of product knowledge and application.
- Listen, understand and convey customer requirements.
- Travel to project sites to preform start-up, integration, and training services

Additional:

- Resolve customer issues or difficulties in a manner that is consistent with the company mission, values, and financial objectives.
- Maintain professional business relationships with target or assigned accounts.
- Provide status of ongoing projects and future projects.
- Identify and communicate customer's needs and sales opportunities to help future growth

### Qualifications

Required:

- AA/BS in Engineering, Technical Field, or equivalent successful experience in a similar controls industry role.
- Experience 3–5 Years in Engineering or Customer Service
- Proficient in Microsoft Office
- Proficient in Microsoft Visio and AutoCad
- Read architectural, mechanical and electrical blueprints
- Basic understanding of electrical and mechanical control systems

- Working understanding of network communications technology – Internet, Intranet, VPN, TCP/IP, Ethernet, etc.
- Strong communication, Interpersonal and organizational skills
- Available for Travel 25%

Preferred:

- Customer Service or Sales Support experience.
- Proficiency with CRM/Database tools
- Proven Project Management skills.