

CAPLUGS

JOB DESCRIPTION

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SUMMARY: Responsible for supporting Customers, Sales Engineer, Industrial Account Managers (IAM's), Inside Sales, Regional Sales Managers and Customer Service. Provide technical support to sales engineers, customers, reps, and marketing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Travel throughout the region as needed to support sales engineer / customer (5-15%).
- Provide Technical Support when required and to Customer Service, and Inside Sales including data sheets, Safety Data Sheets (SDS) and Drawings.
- Support Gross Margin Requirements to reach company goals.
- Assist in driving revenue and profitability through the development of custom and catalog applications
- Collaborate effectively with the Regional Sales Managers, Account Managers (IAM's or Reps), design engineering, manufacturing, quality, and marketing, and continually look for ways to improve the quality, accuracy, and speed of the design and tooling process.
- Assist in development and technical requirements of new products or product change.
- Work with team to determine costs and issue formal quotation to customer based on engineering estimate and sales analysis.
- Competitor Cross-Reference Matching
- Customer related spreadsheets (cost breakdowns, packaging, tooling, etc.)
- Assign and coordinate new part numbers, and new tooling for custom parts.

EDUCATION and/or EXPERIENCE: Bachelor's degree (B.A./B.S.) from four-year college or university; or A.A.S. degree and one to two years related experience and/or training; or equivalent combination of education and experience.

MATHEMATICAL SKILLS: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situation where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: Any additional training is beneficial.

OTHER SKILLS AND ABILITIES: Good interpersonal, organizational and communication skills. Basic knowledge of MS Word and Excel. Blueprint reading required. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Design software experience, preferably Solidworks.