

# Job Description

## Technical Sales Engineer

The Technical Sales Engineer will work in a specialist area of business-to-business (B2B) sales, which involves selling products and services with a technical element, such as materials, machinery, and conformal coating services.

The Technical Sales Engineer is required to gain detailed product knowledge, understanding of technical specifications, and the expertise to understand customer requirements with regards to product modifications and or applications.

The Technical Sales Engineer will be conducting research and identifying potential clients, contacting prospective customers, arranging meetings and presenting the products to clients in a convincing and persuasive manner. Demonstrating the effectiveness of the product and explaining how it will provide an ideal technical solution to the clients' problems.

## Key Areas of Responsibility

- Collaborating with the technical sales team in delivering the key business objectives
- Responding to technical sales enquires for materials, machinery and conformal coating
- Develop and maintain a strong understanding of the products, services, client industries and market sectors
- Organising and attending client visits
- Building relationships and securing on-going contracts
- In charge of all clients that ordered products on the web. Identify other client needs, converting the client from a one-off purchase to having an account with Chiltern Connections
- Preparing proposals and quotations
- Supporting the daily running of the sales department including admin assistance
- Keep CRM up to date with client information, opportunities, quotations and conversations.
- Learn how to use Statii (MRP) to provide quotations for materials and conformal coating, and complete a job from start to finish, including issuing invoices.
- Providing post-sales support and securing future business
- Speak with clients about their customer satisfaction rating
- Attend weekly sales meetings prepared with pipeline sales, client information, won or lost opportunities including client value
- Reviewing cost and sales performance
- Providing product education and advice
- Develop supplier relationships
- Attending trade exhibitions, conferences, and training
- Provide presentations on clients, products and services each month

## Other Duties

- Assisting in the continuous development of Chiltern Connections
- Assisting other departments when necessary
- Comply with all health and safety aspects of employment at Chiltern Connections
- Maintain working knowledge of all Chiltern Connections operations

## Essential criteria

- Foundation degree or equivalent in relevant area
- Excellent verbal and written communication skills
- Excellent communication and business acumen
- Good at providing technical advice
- Good at solving problems
- Able to prioritise, delegate, monitor and follow up on tasks
- Develop and manage a pipeline of sales opportunities
- Able to work proactively and autonomously
- Full clean driving licence

### **Desirable criteria**

- Bachelor's degree or higher in chemical science or other relevant area

### **Company Values**

- Integrity: Behaving with integrity and demonstrating professional image always. To always do what is right.
- Teamwork: To proactively contribute to teamwork and cross-functional working. To listen to each other and share knowledge
- Excellence: To take personal responsibility and accountability for actions, constantly striving to improve and exceed expectations ensuring safety and quality are never compromised.
- Respect: To operate in an open- and even-handed manner with all personnel across the business. Treat all who we interact with, with courtesy and respect, treating everyone equally and embracing differences. Encourage everyone to achieve maximum potential