

# HARPER INTERNATIONAL

## POSITION DESCRIPTION

The Position Description is the tool used by Harper International to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

### **Part I - Reporting Structure**

**Date of last revision:** February 2012

**Job Title:** Sales Engineer-P&S

**Completed By:** HR Manager

**Department:** Parts & Service

**Reports To:** Aftermarket Manager

**Status:** Exempt

### **Part II – Position Objective**

The Parts & Service Sales Engineer is responsible for quotations, order entry, customer service, up-selling, assisting the customer in defining solutions that meet specifications/needs, and coordinating information between the company and the customer.

### **Part III – Job Responsibilities**

#### **Essential Duties**

1. Confer with customers by telephone or in person in order to provide information about products and services, to take orders, or to obtain details of issues/concerns.
2. Properly define the scope of work on all inquiries, to include engineering requirements, procurement of parts, etc...
3. Work to resolve customer issues in a timely, professional manner in order to build and/or maintain long-term relationships.
4. Keep records of customer interactions and transactions, recording details of inquiries
5. Review historical data in MRP system or past job files in order to understand and fulfill specific customer requirements
6. Submit request for quotations to vendors and review responses in order to meet cost/lead time requirements
7. Collaborate with sales representatives to understand customer/equipment requirements, to promote the sale of company products, and to provide sales support
8. When necessary, interface with other departments, such as Applications, Engineering, Manufacturing, Accounting, etc...
9. Utilize spreadsheets to prepare accurate order estimates to include materials, labor, engineering, etc, proofread to verify accuracy, and work with department manager to make any necessary revisions.
10. Once estimates are finalized, carefully prepare quotes, including pricing, lead time, shipping & payment terms, etc... and submit to customer in a timely fashion.
11. Upon receipt of customer orders, review terms and conditions and flag any modifications, enter order into system, and generate MRP acknowledgement.
12. Enter necessary information to place vendor orders and track deliverables to ensure timelines are met.
13. Work with manufacturing to schedule visits with subcontractors and assist with inspections/QC as needed.

14. Coordinate shipment of parts/equipment within budgetary and time (customer schedule) constraints.
15. Coordinate necessary personnel arrangements for field service, installation, etc...
16. Review and approve expense reports from field service personnel.
17. Coordinate invoicing requirements, monitor payments, and follow up with customers on delinquent accounts.
18. Update and maintain RPQ list with necessary information.
19. Follow procedures for addressing export-licensing issues, including ECCN and Schedule "B" numbers.
20. Understand company and department goals & strive to balance the needs of the customer while helping to achieve these goals.
21. Make suggestions to improve how the company informs/educates our customers.

#### **IV – Knowledge, Skills, Education**

1. 4-year engineering degree or equivalent experience
2. Proficient in Microsoft Excel and Word at advanced/intermediate level.
3. Interpersonal skills
4. Multi-Tasking Capability
5. Experienced in Technical Sales-5 to 10 years.
6. Knowledge of processes for providing customer services, to include customer needs assessments, meeting quality standards for services, and evaluation of customer satisfaction.
7. Experience with MRP systems, preferably in an engineering/manufacturing environment.
8. Engineering design skills/Reading drawings
9. Knowledge of Export regulations helpful.
10. Experience with service agreements helpful.
11. Ability to work in a fast-paced environment and attention to detail required.
12. Must be willing to travel-domestic & international-up to 33% of the time