

Job Title: Technical Sales Representative

Department: Sales and Marketing

Work Schedule: 8:00 a.m. to 5:00 p.m.; Travel up to 12 weeks per year

Work Type: Full Time, Exempt

Job Summary:

The Technical Sales Representative provides technical and sales assistance to the SilcoTek® customer base through phone and e-mail contact, customer visits, and tradeshow. This position also targets areas to expand SilcoTek® sales and profit base on a business plan for an assigned area or market. The Technical Sales Representative reports to the Sales Manager.

Essential Functions:

- Generate growth and hit sales targets by successfully working with new and existing customers. Develop sales opportunities by building rapport, providing technical support, and explanations
- Generate and execute a business plan for the assigned customer base.
- Contact and visit customers on a regular basis to demonstrate products, answer questions, provide support, troubleshoot issues, and grow SilcoTek's sales.
- Educating and training SilcoTek® Representatives, Original Equipment Manufacturers, Value Added Resellers, technical support personnel, and customers.
- Work in conjunction with the Marketing and Research & Development teams to identify customer problems/needs.
- Answer customer inquiries from technical service calls or emails
- Respond to requests for quotes, follows up on quotes, and follow customer contact programs to develop customer relationships and secure orders.
- Prospects for Gold for new potential customers via the web and initiates contact programs to sell to new customers.
- Follow up Until Sold by initiating follow-up on open quotes, fulfilled coupon requests, evaluation and no charge orders, etc.
- Represent SilcoTek® at trade shows. Prepare for trade show and follow up on customer leads.
- Perform basic administrative duties to support sales including, quotes, evaluations, and update CRM databases as required
- Updates job knowledge by studying new product, and participating in furthering educational opportunities

Additional Responsibilities:

Perform other duties as assigned

Education and/or Experience:

Bachelor's degree or Associate's degree with at least two years of relevant work experience in science, business, marketing, or related field. Four years of sales, marketing, and/or customer service experience preferred. Will accept experience in lieu of degree.

Knowledge, Skills, and Abilities:

- Competent computer skills, including e-mail, spreadsheets, word processing and database applications
- Ability to multitask effectively and efficiently in a fast-paced environment
- Excellent written and oral communication skills
- Ability to work well with others in a team environment
- Exceptional organizational skills with attention to detail
- Ability to analyze and problem solve
- Ability to travel independently (domestic and international)

Working Conditions/Physical Demands:

Work is typically performed in an office environment. Domestic and/or international travel up to 12 weeks per year likely.

The specific statements in this job description are not intended to be all-inclusive.