



JOB DESCRIPTION – SALES ENGINEER
Reports to: President and Director of Services
June'2019

Job Summary

New Century Careers offers western Pennsylvania manufacturing organizations a unique and innovative solution to obtaining high quality and precise manufactured components machined in its Job Shop. New Century Careers also offers job-ready students a chance to continue to hone their machining skills by producing high-quality, precise components for manufacturing companies. The Sales Engineer will be the catalyst to assure that this happens through her/his sales efforts to partners and customers in the region.

The Sales Engineer will sell New Century Careers' exceptional machining services to its customers and partners. The position will manage the growth of the Job Shop in a manner that drives customer and partner satisfaction, student training and business growth. Utilizing exceptional communication skills, in-depth technical machining knowledge and superb problem solving skills, the position will identify manufacturers who need this expertise to deliver on its machining needs. Excellent care and service are an integral part of the customized solutions required of New Century Career's current and potential customers. The fast paced, team-focused work environment is core to what's expected of individuals who thrive in this setting.

Key Responsibilities

1. Work with management and key relevant personnel to develop a sales plan with actionable tasks and goals reviewed monthly.
2. Maintain and build relationships with customers by solving their machining problems by offering New Century Careers' Job Shop as a viable option and service.
3. Gather data and actively listen to prospective and existing customers to fully understand their needs, troubleshoot their problems, and identify solutions.
4. Prepare and send out quotes to current and potential customers.
5. Manage, generate and increase sales with customers and partners throughout southwestern Pennsylvania to create and close sales opportunities by applying the necessary technical machining knowledge as a subject matter expert.
6. Educate and train all current and potential customers on the features and benefits of utilizing New Century Careers' skilled talent to support their machining needs.
7. Partner with the Job Shop manager to ensure technical service requirements are met by creating and delivering customized solutions that provide value to customers.
8. Utilize computer database and CRM software to verify customer information, pricing, and availability.
9. Create materials for and conduct sales presentations for current and potential customers.
10. Assist with on-site troubleshooting of customers concerns.

Experience/Skills

1. In-depth machining expertise.
2. Understanding of manufacturing environments and their business model.
3. Excellent mechanical and analytical skills.
4. Previous technical or engineering sales experience, especially closing the sale.
5. Engineering, machining and business software knowledge.
6. Microsoft Office Suite experience, especially in Word, PowerPoint and Excel.

Competencies

1. Ability to absorb product knowledge and conduct needs analyses.
2. Great organization and prioritization skills.
3. Strong work ethic and problem-solving skills.
4. Ability to communicate well, both orally and in writing.
5. Strong customer relationship and customer satisfaction skills.
6. Ability to make decisions and take action when time or customer pressures are apparent.

Education

1. Completion of certified machinist training or registered program preferred.
2. Associates Degree in Engineering Technology or other related technical field preferred.

Other

1. Valid driver's license and reliable transportation required.
2. Must successfully pass a background check.

New Century Careers is an equal opportunity employment company. All applicants are considered regardless of age, race, gender, race, ethnicity, national origin, religion, marital or veteran status, sexual orientation or any other protected status.