



Position Title: Sales Engineer

Department: Sales

Reports to: Sales Manager

Works with: Employees, Vendors, Customers

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Do you understand technical concepts easily? Are you a great communicator? Do you value developing relationships with your customers? Is it important to you to receive compensation relevant to your hard work? Do you like the idea of working with a team of people who adhere to a set of core values that drives business forward?

We may have a position for you.

**Voted one of the Best Employers in NC in 2016 and 2017 by *Business North Carolina Magazine*, Heat Transfer Sales of the Carolinas is actively seeking qualified sales professionals who:**

- Understand and leverage the sales process
- Identify and respond to customer needs, including generating quotes and closing orders
- Develop and maintain a network of contacts, an assigned customer base and a full pipeline of opportunities that assures sales goal attainment
- Utilize current and create new, innovative sales tools to effectively plan and increase business opportunity in accounts
- Ensure customer satisfaction with our products and services
- Develop and propose changes in equipment, processes, or use of materials or services which would result in cost reduction or improvement in operations
- Monitor sales trends and product performance results
- Continually enhance sales skills and product knowledge
- Value and respect relationships
- Cherish opportunities to help people
- Jump at the chance to solve challenging problems
- Are determined to become experts in their field

**Additional responsibilities include:**

- Upholding and adhering to HTS Core Values
- Working with other branch personnel to ensure great customer service from order to product delivery and beyond
- Answering customer inquiries and responding to special requests

- Develop, maintain, and manage assigned client relationships, specifically with consulting & design engineers and key end-user/owner engineering department personnel.
- Awareness of the local market, your competition, your clients, their clients, and their challenges.
- Promote HTS products, services, and solutions through sales calls, presentations, and factory visits
- Train clients and junior co-workers on HTS product offerings and their system applications
- Provide clients with equipment recommendations, selections, specifications, pricing, and any other detailed information required
- Collecting, organizing and assembling data for reports, presentations, and/or special projects
- Developing owner sales plans and generates successful sales with core customers
- Maintaining records of sales, customer information and requests by updating in ERP
- Maintaining customer satisfaction by investigating concerns, implementing corrective action and communicating with customers and staff as needed
- Communicating customer perceptions by gathering customer feedback and sharing information with management
- Working closely as a team member with other parts of the business
- Continuous professional development through company-provided and self training, including, but not limited to, business and finance, marketing, sales process & strategy, and public speaking
- Contacting responsible parties for purpose of securing renewal of service agreements

### **Education and Experience Requirements**

- Bachelor's Degree in Engineering, Business, or Construction Management from an accredited college or university or an equivalent combination of education and experience
- 7 or more years of direct industry experience and strong references required
- Professional Engineering (P.E.) lincence preferred but not required

### **Skills and Qualifications**

- A strong sales presence
- Detail oriented, professional attitude, reliable
- Ability to work independently and within a team with emphasis on accuracy and timeliness
- Must possess a personal need to consistently produce accurate and thorough results
- Superior written, oral and presentation skills
- Proven problem solving, leadership and listening skills
- Product and vendor knowledge (or the ability to quickly learn it)
- High technical competency with engineering-related subjects
- Well-developed interpersonal skills
- Versatile, coachable and adaptable

### **Working Conditions and Physical Requirements**

- Normal office environment
- Moderate lifting may be required to move equipment, files and supplies
- Extensive travel
- Flexibility to work overtime/weekends, as required
- Occasional work in outside weather conditions

## Who We Are

Heat Transfer Sales of the Carolinas is a sustainable comfort solution provider specializing in the sale of equipment used in hydronic heating and cooling, process water handling and engineered plumbing systems. In addition to system and equipment recommendations, our customers are supported in the following manners:

- **Mechanical/piping contractors:** assist in the scheduling and timely delivery of equipment and provide guidance during installation and startup.
- **Consulting engineers:** serve as an educational resource and special consultant in applying and specifying equipment to fit within the building system design strategy.
- **End-users:** educate and inform of new solutions and technologies, and provide training in best practices of maintaining and operating equipment.

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_