

Position Description

Position:	Sales Engineer
Department:	Sales
Reports to:	Regional Sales Manager
Direct Reports:	None

Position purpose:

This position is the primary technical resource for the motive power sales team. The Sales Engineer is responsible for actively supporting customers and managing the technology evaluation stage of the sales process. You will work in conjunction with the sales team as a key technical advisor and product expert/advocate as well as ensuring customer deliverables are met in a timely manner. You must be able to articulate technology and product positioning to both business and technical users. You must also be able to communicate directly with customers in region and provide the necessary support and maintain customer relations to the highest standard.

You will have a knowledge of power electronics, and this experience will be complemented by experience working with customers on enquiries and problem-solving.

Key responsibilities:

- Responding to sales and technical enquiries as required or directed.
- Understand the technical and commercial requirements of customers.
- Specify and configure solutions based on Enatel products and/or approved 3rd party products.
- Cost, configure, and quote solutions to customers.
- Be engaged in after sales support to customers.
- Provide installation support, detailed technical training, documentation and commissioning support to customers as required (this may involve occasional overseas travel).
- Assist with the build of low volume customised solutions, samples and/or co-ordinate any systems-related activities to ensure customer satisfaction of deliverables.
- Coordinate and/or collaborate with the necessary functions needed to support any sales engagement.
- Maintains customer relations at the highest level.
- Actively engage with existing customers to contribute towards forecasting and demand planning.
- Work closely with the Sales Operations team to ensure customer deliveries are met on time by the business. Actively assist in removing any roadblocks that arise where applicable.

Other duties:

- Upholds the company values.
- Perform any other tasks as required by your Team Leader and/or the business.
- Contributes to the achievements of department goals and objectives.

Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.

Environmental:

Enatel is committed to minimising the environmental impact of our operations and products.



- Ensuring Environmental policies and processes are followed.

Key Relationships:

Internal	External
• Sales	• Customers
• Engineering	• Potential and new customers
• Manufacturing	• Channel Partners
• Human Resources	•
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Person Specification:

	Essential	Desirable
Competencies	<ul style="list-style-type: none"> • Functional/Technical Skills - has the functional and technical knowledge and skills to do the job at a high level of accomplishment. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Learning Agility - the ability to learn quickly in a new environment. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Ethics & Values - Has an appropriate and effective set of core values and beliefs and acts in line with those values at all times. 	
Skills, Experience & Knowledge	<ul style="list-style-type: none"> • Safety-First approach. • Must have a good understanding of a “services business” in a high-tech environment, from a supplier, integrator or operator’s point of view. • Maintains a high level of professionalism and integrity. • Displays a positive attitude and a team focus. • Excellent analytical and problem-solving skills, combined with the ability to provide quick resolution to problems. • Must be customer service orientated and believe in teamwork, collaboration, adaptability and initiative. • Excellent verbal and written communication skills. • Able to work in fast-paced, self-directed entrepreneurial environment. 	<ul style="list-style-type: none"> • General power reticulation knowledge.

	<ul style="list-style-type: none"> • Patient and committed with excellent organisational and time management skills. • Ability to negotiate with internal and external customers and suppliers. • Decision-making, problem resolution and creative thinking skills. • Able to multi-task the activities with shifting priorities. • Should be honest, assertive and systematic. • Able to build relationships with customers, suppliers, and peers. • Good Technical/Electronics knowledge. 	
<p>Qualification / Licenses</p>	<ul style="list-style-type: none"> • A relevant tertiary qualification would be well-regarded. 	<ul style="list-style-type: none"> •