



Job Posting Technical Sales Specialist

Department: Aire Technology Sales

Job Title: Technical Sales Specialist

Reports to: Technical Sales Manager

FLSA Status: Non-Exempt

Location: Charleroi, PA

COMPANY PROFILE

DMI Companies, founded in 1978, is a leading manufacturer of HVAC accessories supplying the commercial, industrial and residential HVAC markets through a vast network of domestic and international distributors. DMI has national standing as an industry leading innovator that possesses integrity and leadership skills which are testaments to the quality manufacturing and operating procedures engaged by DMI Companies. DMI is building a better world for ourselves and our children by providing a sustainable environment through our products, operations and personal conduct.

OVERVIEW

The Technical Sales Specialist (TSS) is responsible for performing all technical aspects of the company's relationships with customers. The TSS will work closely with the sales, production, engineering, and business management team in an effort to win new business and increase sales to existing customers by providing top-quality technical service before and after a sale. The TSS will help to ensure customer satisfaction and strengthen customer relationships.

ESSENTIAL FUNCTIONS

- Develop job quotes and price requests for accounts and follow up to determine status. If lost, why and to whom.
- Maintain the Quotation log and provide monthly reports
- Build strong, thorough knowledge of all products including proper application and installation
- Responsible as the initial contact for customer inquiries
- Provide technical customer service and support of all products to Manufacturers Representatives, inspectors, wholesalers, and end users
- Maintain competitive market intelligence through phone solicitation, market research and analysis
- Maintain competitive market pricing when available and provide to sales team
- Coordinate the shipment and follow up of samples, literature and promotional materials
- Assist customers with both technical and non-technical questions
- Follow large, difficult, or time sensitive orders through completion and delivery. Including, but not limited to a follow-up telephone call to the customer
- Assist with returned or damaged goods. Identify and track reasons for returned or damaged goods
- Provide monthly quote follow-up progress reports
- Oversee price requests through interaction with customer service, production and cost accounting to establish new part numbers and list pricing
- Assist other department members in providing technical sales support as required

- Identify and qualify customer relationship issues
- Assist with and communicate technical sales difficulties from the field to rest of team.

EXPERIENCE & COMPETENCIES

- 3 Years' Experience - insides sales or sales support role preferred
- Highly proficient in Microsoft Office Suite. CRM experience a plus.
- Excellent time management and organizational skills with the ability to manage multiple tasks at once
- Effective oral and written communication ability.
- Strong understanding of sales processes and marketing

EDUCATION

- Associate Degree in Business Administration, Sales or Related Field preferred

How to Apply: email resume and salary requirements to careers@dmicompanies.com