Isovolta, Inc. Job Description

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| Function Name | Technical Sales Engineer Trainee | | | | | | |
| Title | Internal  Technical Sales Engineer Trainee | | | | External  Technical Sales Engineer | | |
| Organizational Unit  (BU / Department Name) | Aviation & Transportation - Sales | | | | | | |
| Legal Entity | Isovolta Inc. | | | Location | | USA/Harrisburg, OR | |
| Function Grade | TBD | | | Leadership responsibility | | direct  indirect (e.g Project Leaders) | |
| Reporting Line  (e.g. Head of ……) | | Disciplinary (solid line) | | Sales Manager North America - Aviation & Transportation | | | |
| Functional (dotted line) | | CEO – Isovolta Inc. | | | |
|  | | Organization Unit | | | Aviation & Transportation |
| Nominated Deputy  (function name) | TBD | | | | | | |
| Functional interrelations  (incl. clients) | Internal | | Sales Manager North America, Customer Service, Sales Support Team, Shipping & Warehouse | | | | |
| External | | Customers (new & existing), Distributors (where applicable) and External Warehousing partners. | | | | |
| Purpose of the function (1 sentence) | Manage all aspects of customer order management, order entry, order confirmations, order tracking, order fulfillment, along with supporting sales management and external customers with order/product inquiries, samples, delivery status and pricing quotation verification. | | | | | | |
| Description of the function | To develop basic knowledge of all products and services, product offerings, product codes, product descriptions, product specifications, product makeup and packaging, to manage the processing of all customer orders effectively and efficiently. Start to build sales support email and telephone relationships with customers, new prospects, distributors and 3rd party warehouse partners as assigned by the Sales Manager. Ensure accuracy and timeliness of order management functions to assure effective and efficient delivery of customer requirements. | | | | | | |

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| Key Accountabilities | Corresponding Responsibility | Key Measurements / Metrics |
| Ensure all customer PO’s and POC’s are entered into the SAP system accurately and within 24 hours of receipt | SAP Order entry date/time stamp confirmation |
| To meet and/or exceed SAP order entry accuracy & timeliness requirements | Release of SAP Order confirmations within five (5) business days |
| To ensure customer delivery promise dates are communicated and met | SAP On-time Delivery Reporting |

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| Key Tasks | *(Prioritize 8-12 major areas and main tasks/activities)* |
| * Develop a comprehensive knowledge of all product and service offerings including product codes, product code nomenclature, product descriptions, corresponding product specifications, product makeup (roll size, dimensions, weights, areas), packaging makeup, pallet makeup, minimum order quantities (MOQ), and identified add-on charges. * To manage the entire order entry process for all TT customer orders, from accepting the customer’s order, to checking and verifying credit status, to checking inventory availability and to assure order entry timeliness, accuracy, and an ability to report issues. * To review pending orders and specific customer requests to ensure excellent customer service and customer experience. * Provide troubleshooting assistance for customer order inquiries, customer account status and relevant problems. * To manage the order fulfillment process from organizing product/pallet assignments against open orders, generating all delivery or pickup documentation including CoC Cover Sheets, CoC Test Reports, Delivery Note/Packing List, Bill of Lading (BOL), Commercial Invoices and taking the lead in communicating with our internal and/or external warehousing partners. * To prepare and manage all aspects of the Certificate of Conformance (CoC) process, including the generation of CoC Cover Sheets that correspond to the specific order requirements, and manufacturing site CoC Test Report. * Provide sales support data to assist the Sales Manager and internal cross functional teams as requested. * Develop and maintain an accurate recordkeeping and filing system for all documents, i.e., customer PO’s & POC’s, CoC Cover Sheets, CoC Test Reports, BOL’s, Temperature Data Loggers (TDL) ID’s and Data Logs, 3rd Party Warehouse order release documentation and customer communications. * Monitor and manage sales and order tracking tools and report on important information. * Suggest sales/order entry process improvements. |

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| **Functional requirements** | |
| Professional skills | * Composites qualification (desirable). |
| Work experience  (Years in same function/area) | * Previous B2B Sales experience ideally within Composite Materials environment (desirable) * Technical/Engineering background in composites (desirable) |
| Leadership skills | * Confidence, belief in one’s own abilities * Basic problem-solving skills * Willingness and ability to ask for help * Clear and professional communication skills * Relationship building skills |
| Education | * University level or equivalent education in a Technical/Engineering field (essential) * Business related qualification (desirable) |
| **Personal** | |
| Personal skill requirements | * Results driven, proactive, a rigorous and good decision maker. * A passion for providing customers with a very high level of service and support. * Understanding of principles of business as they apply to the customer operation. * Ability to co-ordinate & be part of Isovolta teams of commercial, operational, and technical people to deliver results. * Mathematically and technically literate. |
| **Special** | |
| Languages | * Business English (written and verbal - essential) * Fluency in a key second language would be beneficial (Spanish - desirable). |
| Other competencies | * Experience in MS Office Suite (Word; Excel; PowerPoint; Teams; Dynamics; Project). |

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| Established / modified by | Mike Seymour | Date: May 2023 |
| Approved by | Serkan Eren | Date: Pending |
| Human Resources | Heather Smartt | Date: Pending |
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