**Position description**

**About us:**

Isovolta Inc. is an international company, manufacturing products for the aerospace industry. We are a dynamic team of individuals focused on providing our customers with quality products and superior customer service.

We know that a company's success starts with its employees. We also know that an individual's success starts with the right career opportunity.

Isovolta Inc. is seeking a highly motivated and talented individual to join our team as a Technical Sales Engineer 1. This is an exceptional opportunity to start your career in technical sales while paving the path to a future management position. As a Technical Sales Engineer 1, you will gain valuable experience and develop the necessary skills to excel in the field of technical sales, with the ultimate goal of advancing into a leadership role within our organization.

**Position Specifics**

**Title:** Technical Sales Engineer 1

**Department:** Aviation & Transportation Sales

**Reports to:** Sales Manager North America- Aviation & Transportation

This job description in no way implies that these are the only duties to be performed by the incumbent. At all times, employees will be required to follow any instructions and to perform any duties as seen necessary by the requesting supervisor or manager.

**4.1 General Position Summary:**

While working within office, this position is responsible for managing 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.

**4.2 Essential Functions/Major Responsibilities:**

* 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.
* Support the customer while working independently or on a team
* Maintains active participation in the ISO 9001 and AS9100 based Quality Management System
* Document all work in a timely and thorough manner.
* Conduct all activities in a safe manner
* Evaluate safety aspects of all work areas and operations.
* Regular housekeeping

**4.3 Key Tasks:**

* 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.

**4.4 Job Scope:**

Performs duties with minimal supervision, operate from specific and definite directions and instructions. Decisions are of a routine nature made within prescribed operating guidelines, policies, and procedures. Mistakes/errors may result in work stoppage, loss of business, poor customer relations, and/or damage to product, all of which can have negative financial implications for the organization.

**4.5 Interpersonal Contacts:**

Have internal contacts, and external contacts. The most common internal contacts are with the Sales Manager North America, Customer Service, Sales Support Team, Shipping & Warehouse

External contacts are with Customers (new & existing), Distributors (where applicable), and External Warehouse partners.

**4.6 Specific Job Skills:**

* Good interpersonal communication, customer service, and time management skills essential.
* Ability to read, write and understand English required.
* Must demonstrate advanced math, and technical skills.
* Ability to operate a personal computer and various applications, Experience in MS Office Suite (Word; Excel; PowerPoint; Teams; Dynamics; Project).
* 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.

**4.7 Education and/or Experience:**

* University level or equivalent education in a Technical/Engineering field (essential)
* Business related qualification (desirable)

**4.8 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

Job Type: Full-time

Salary: $60,000.00 - $70,000.00 per year

Benefits:

* 401(k)
* Dental insurance
* Flexible spending account
* Health insurance
* Life insurance
* Paid time off
* Retirement plan
* Tuition reimbursement
* Vision insurance

Languages:

* Business English (written and verbal - essential)
* Fluency in a key second language would be beneficial (Spanish - desirable).

Experience:

* Previous B2B Sales experience ideally within Composite Materials environment (desirable)
* Technical/Engineering background in composites (desirable)

Please send Resumes to:

[Heather.smartt@isovolta-or.us](mailto:Heather.smartt@isovolta-or.us)