

Orenco Systems, Inc.

Job Description

Job Title:	Tech Sales Rep I	Job Code:	H10
Salary Grade:	21		
Department:	Customer Service	FLSA Status:	Non-exempt

GENERAL POSITION SUMMARY:

This is an entry level position that is a part of the Regional Sales Team and is responsible to receive and interpret orders for Orenco products and services, assist Orenco distributors/dealers in day-to-day business activities including develop and extend price quotes, technical assistance, and trouble shooting, utilize technical knowledge and training to assist customers in determining individualized needs and recommending products appropriately, advise customers regarding equipment installation, usage, repair, and maintenance, provide quality customer service in all internal and external interactions.

RESPONSIBILITIES:

Essential Functions:

- Technical Assistance/Customer Service
 - Receives, interprets, discusses, and edits purchase orders received from customers, covering a wide range of standard and special products and services.
 - Assists customers in determining needs related to the design, development, installation, and maintenance of Orenco waste water handling equipment.
 - Utilizes technical knowledge and training, to ensure that customer orders for products, services, and equipment function in congruence to create the most efficient and cost effective systems, accurately meeting specific customer needs and Orenco quality requirements.
 - Troubleshoots and assists end users in resolving minor problems involving system installation, repair, and maintenance.
 - Confers with Orenco engineering staff concerning product and system development and design, troubleshooting inquiries, research methods, and other technical information needed to meet the individualized needs of the customer.
 - Researches customer requests regarding products and equipment, and directs customers to other sources of information if necessary.
 - Becomes familiar with Orenco related products and technology by reading professional literature.
 - Receives and evaluates customers' system design drawings and plans, providing suggestions and making recommendations as needed.
- Distributor Relations and Development
 - Communicates distributor/dealer needs back to Regional Sales Team.
 - Participates in implementation of Regional Strategic Sales Plan.
 - Assists Orenco distributors/dealers with custom product applications and quotes.
 - Communicates regularly with Orenco manufacturing teams and other related departments to ensure correct development of specialty orders, accuracy of standard orders, and quality customer service.
 - Attends team meetings and contributes ideas and opinions, continuously seeking improved methods by focusing on maximum efficiency of the sales process and providing quality customer service.

- Order Process/Administration
 - Computes, verifies, and extends price quotes, discounts, and estimates for standard system designs and related products, services, and equipment.
 - Checks product order numbers, conditions of sales, and shipping and handling instructions, ensuring that orders are accurate and complete.
- Regular attendance is an essential function of this job.
- Develops and prepares literature for Orenco mailings, reviews mailings before final submittal to Mail Room staff.
- May diagram system design recommendations to be included with customer price quotes.
- Performs other duties as assigned.

EDUCATION:

At least a two year degree in a technical course of study, or comparable work experience in an engineering environment under the direct supervision of an engineer possessing a four year college degree.

KNOWLEDGE/SKILLS/EXPERIENCE:

- Ability to be flexible and change priorities with little notice.
- Ability to communicate in a professional, courteous, and customer service oriented manner.
- Ability to learn Orenco equipment and processes.
- Ability to learn waste water rules and regulations.
- Ability to successfully interact with individuals from diverse backgrounds and extreme variations in educational levels.
- Above average Mathematics and Algebra skills are required. College level algebra skills are preferred.
- Data entry (basic keyboarding) skills are preferred.
- Excellent organizational skills are required.
- Exceptional verbal and written communication skills are required.
- Previous technical sales experience is a plus.

TOOLS AND EQUIPMENT:

Calculator	Computer	Copier
FAX Machine	Printer	
Multi-Line Phone with Intercom		

WORKING CONDITIONS:

Office environment.

PHYSICAL REQUIREMENTS:

Speaking, seeing, hearing, sitting, writing, and keyboarding.

