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Reviewer / Approver	K. Thomson

Position	Technical Sales Engineer / Manager
Location	Aberdeen
Reports to	General Manager

TECHNICAL SALES ENGINEER / MANAGER

ROLE:

The Technical Sales Engineer / Manager will be responsible for prospecting for new clients as well as supporting and retaining V-TES' existing client base. They will plan tailored approaches to new and existing clients which will develop the relationships, increase sales opportunities, and thereby maximise revenue for the organisation. In Addition to developing the sales pipeline time will be spent on technical proposals and assuring accurate and fast responses of all V-TES quotations.

RESPONSIBILITIES:

New Sales Development

- Perform sales research methods for identifying key contacts within specified industries
- Identify potential clients and the decision makers within their organisation.
- Identify potential other industries where the V-TES service/product line can be utilised.
- Approach and build relationships with new clients.
- Conduct initial client contact meetings to gain knowledge of client requirements
- Present V-TES capabilities and promote V-TES at all times in a professional manner.
- Set up and attend meetings between client decision makers and V-TES' operations / technical teams.
- Develop good customer relationship by personal visits, phone calls, follow-ups, e-mails etc.
- Prepare CTRs, proposals and Tenders for the provision of V-TES.

Client Retention

- Maintain strong relationship with customers to ensure future business growth.
- Maintain customer relationships effectively through a client contact plan, personal visits, phone calls, etc.
- Establish and maintain a customer relations management database.
- Present new products and services and enhance existing relationships.
- Work with technical staff and other internal colleagues to meet customer needs.
- Maintain commercial project trackers, ensuring accuracy in relation to company quotations & supplier costs.
- Seek feedback on quality of service and ensure repeat business streams are managed effectively.

Business Development Planning

- Attend industry functions, such as business breakfasts, conferences and events, and provide feedback and information on market and industry trends.
- Present to and consult with V-TES management team on these trends with a view to developing new services, products and a strategy for their distribution.
- Take ownership of the management of the sales and marketing functions of the business and build a team to develop and achieve growth targets.
- Assist with marketing in preparing marketing plans and strategies to promote company's products and services. Liaising with technical and operations teams to prepare relevant content to align with these.
- Using knowledge of the market and competitors, identify and develop the company's unique selling proposition and differentiators.

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Management and Research

- Submit weekly sales reports and ensure data is accurate.
- Attend weekly sales meeting with operations and technical teams.
- Present forecasted sales targets and identify requirements from other areas of the business.
- Maintain commercial project trackers, ensuring accuracy on company quotations and supplier costs.
- Ensure data is accurately entered and managed within the company’s sales management system.
- Conduct competitive product analysis and market research to develop roadmap and sales strategy.
- Assist with establishing a sales culture throughout the business, including training and mentoring.

QUALIFICATIONS / EXPERIENCE:

- Degree qualified in relevant Engineering or Management discipline (Desirable)
- Minimum 5 year’s relevant industry experience

COMPETENCE AND SKILLS:

- IT Literate in Microsoft Packages
- Excellent report writing and presentation skills
- Ability to work to deadlines and meet client requirements
- Excellent communication, presentation and interpersonal skills

Knowledge and competence

<i>Required Knowledge</i>	<i>Required Competence</i>
Strong administration skills are essential and the post holder is required to have competency in standard office computer applications i.e. word processing, spreadsheets, particularly Word & Excel.	Good written and oral communication skills combined with good prioritisation, time management, planning and organisational skills.
SAGE experience (desirable)	Must be able to react quickly and decisively to constantly changing demands and circumstances.
	Display Screen Equipment – eLearning*
	Environmental Awareness – eLearning*
	Fire Awareness – eLearning*
	Manual Handling – eLearning*

*this training shall be provided upon commencement of role