

Job Title:	Technical Sales Engineer - International
Location:	Aberdeen
Responsible To:	International Technical Sales Manager
Direct Reports:	N/A
Review Date & Rev No	TBA

Purpose of Job:	<p>The role of the International Technical Sales Engineer is to provide engineered technical sales support to the International Sales Team, International Branches and Hydrasun Agents / Partners in designated Geographical markets and / or assigned key Customer Accounts.</p> <p>The Technical Sales Engineer – International, will perform the pivotal role of understanding our clients requirements, at times working with the customer to map out their needs. Working across the business to engineer & provide a solution that meets the clients operational requirements, with a ‘best in class’ solution and delivering value to our customers.</p>
Key Areas of Responsibility:	<p>The main responsibilities of the role are:</p> <p>Processing of Customer Enquiries</p> <ul style="list-style-type: none"> ➤ To develop and operate a clearly defined and highly effective ‘customer first’ process for receipt and process of Customer enquiries. ➤ To ensure full compliance with the ERP system input requirements, allowing visibility and traceability of enquiries. ➤ To ensure Customer Enquiries are reviewed thoroughly to identify explicit and implicit requirements. <p>Issue of Quotations</p> <ul style="list-style-type: none"> ➤ To ensure that all quotations are prepared using the appropriate and current pricing, and commercial models. ➤ To ensure that account margins are maintained at or above the budget levels and all opportunities to generate revenue from additional services such as freight or premium working are fully utilised. ➤ To provide Customers with an accurate and timely response to their enquiries. ➤ To ensure that the quotation outlines the baseline requirement that has led to the product selection, and the technical aspects of the product selection that add value to the customers operations. <p>Key Account Management</p> <ul style="list-style-type: none"> ➤ To support the Business Development Manager(s) in the implementation of Key Account Management Plans, managing relationships with key customer representatives. ➤ To identify and understand specific customer requirements, focus on specific opportunities or product lines, to promote the company’s products & integrated service solutions and the added value benefits. ➤ To understand and promote the technical features & benefits of the company’s broad product range.

	<ul style="list-style-type: none"> ➤ To take advantage of all opportunities to advise customers on new or alternative products or lines, which may or could be of interest and value to their business. ➤ Co-ordinate an effective team approach to handling customer requirements and delivering the necessary responses in a timely manner. ➤ Supporting the Business Development Manager in the maintenance of the Opportunity Register and maximising revenue through effective management of the pipeline conversion rate where applicable. <p>Technical Sales</p> <ul style="list-style-type: none"> • Continually improve levels of customer satisfaction. • Ensure customers receive and perceive “value for money”. • Provide and exceed enquiry intake, order conversion and invoiced sales targets. • Perform effective contract review and ensure all customer requirements are reflected in the Hydrasun quotation. • Ensure enquiries are processed and quoted expediently and within agreed timescales. • Ensure orders are processed, delivered and invoiced expediently and within agreed timescales. • Maximise opportunities to generate revenue from additional products or services such as freight, premium working documentation and others. • Manage customer service performance. Address issues of underperformance. • Liaise with other departments and branches regarding product availability, delivery times or product assembly or manufacture. • To liaise with the engineering department for specific engineering queries on design or type. • To advise the customer of any changes to product, delivery/part delivery immediately. <p>Operations</p> <ul style="list-style-type: none"> • Support the ongoing business operations in international territories through Network Partners. • Support Network Partners in reporting delivery and commercial performance, identifying areas for improvement and enhancement. • Provide training, guidance and support to staff on key company processes and products where applicable. • Ensure all actions are completed and reported ‘on time’. • Carry out all tasks efficiently and effectively to allow fast effective responses to all customer requirements • Ensure that all tasks and activities to be carried out by personnel under your supervision are clearly explained and understood by them, as per your written and/or verbal instructions. • Provide ongoing technical support from our Aberdeen team as required, both to Network Partners and clients internationally as required, with a ‘customer first’ mindset. <p>Continuous Improvement/Personal Development</p> <ul style="list-style-type: none"> • Responsible for knowing and understanding targets and objectives either personal or as a team. • Responsible for understanding, agreeing and achieving personal objectives set by the International Technical Sales Manager.
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	<ul style="list-style-type: none"> Adhere to the procedures as laid down by the Safety Management System and Quality Management System Adhere to the procedures as laid down by the Human Resource Management System and to take an active part in the Performance Management Process, the Competence and Training Programme Put forward any suggestions for improvements to the International Technical Sales Manager. Be an active team member, promoting communication and information sharing. 	
Interfaces (Internal/External):	Interfaces Internal: CEO, VP – International Business Development, International Sales Team, IAR Division, Customer Services, Hydrasun Support Departments. External: Key Customer Representatives, Hydrasun Network Partners and Suppliers	
Qualifications:	<i>Essential</i>	<i>Desirable</i>
	BEng Mechanical Engineering or similar Mechanical Engineering qualification.	Chartered or Incorporated Engineering Status
Experience Required:	<i>Essential</i>	<i>Desirable</i>
	Demonstratable experience working as part of a Technical Sales team with an excellent level of Customer Service and drive to support to their clients. Alternatively, similar experience within an appropriate Technical discipline, i.e. specifying solutions with a desire to engage with customers.	Experience of Export Sales and / or International Sales within the Energy/ Oil and Gas Industry.
Skills/Training Competences:	<i>Essential</i>	<i>Desirable</i>
	Technical knowledge of Fluid Management system, ideally with Hoses and Fitting exposure. Competent in the use of Databasing tools, ERP systems and Microsoft Excel. Possess the necessary drive, energy and enthusiasm to succeed with a passion for customer service.	Have excellent Technical knowledge of the Hydrasun product range, in particular Hose Assemblies.

Please note that you may be requested to undertake other duties from time to time and it is possible that your duties may change over time. You will be expected to co-operate with all reasonable requests. If the changes are deemed to be longer term then this job description will be revised.

Signature of Job Holder: _____

Date: _____

Name in Capitals ()

Signature of Manager: _____

Date: _____

Name in Capitals ()