

Position Description

Inside Technical Sales Specialist

Updated: March 2024

Classification: Exempt

Reports To: Sales

Position Purpose: Responsible for providing technical assistance to customers and outside sales team regarding selection and application in coordination with pricing, orders, availability, services, and parts for all products, notably power units.

Organization Relationships: This position will interact on a regular basis with management and sales staff. This position works cooperatively with other organization staff.

Principal Accountabilities/Essential Functions:

- Provide technical answers to product applications questions, assist in product selection, crossover competitor products to CHI/PSC products, and assist in the replacement part selection.
- Ability to communicate designs, quotes and provide pricing on custom products. Check availability of products and status of existing orders in a timely manner.
- Provide customer assistance through technical support and troubleshooting components and sizing, delivery, order changes, pricing, and other questions.
- Write and process orders for special products using appropriate documentation.
- Process RMAs to completion.
- Actively support Continental Hydraulics in its goal of providing exceptional customer service through knowledge, experience, and commitment to the customer's needs.
- Other Duties as assigned.

Qualifications:

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to pass a Criminal Background Check and Drug Screen

Education and Experience:

- Technical fluid power education and 0-5+ years related experience; or equivalent combination of education and experience
- Working Knowledge of general mechanical equipment.
- Familiarity with estimating procedures for systems.
- Understanding and expertise with Microsoft products and 2D/3D cad technology

Continental Hydraulics Inc. / Hydreco Inc. 4895 12th Avenue East, Shakopee, MN 55379

952.999.9346 • michaeld@conthyd.com

www.continentalhydraulics.com • www.hydreco.com

Language Skills:

- Clear and concise written, verbal, and interpersonal communication skills that produce desired results.
- Ability to effectively present information and respond to questions from internal and external customers which includes program staff, managers, clients, regulatory agencies, and vendors.
- Capable of reading and interpreting information, such as reports, general correspondence, and government regulations, with the ability to share with others as needed.
- Ability to use a personal computer and standard business and other work-related software with minimal instruction.

Mental Essential Functions and Reasoning Ability

- Proven active listening, decision-making, and customer service abilities.
- Intermediate analytical, research, deductive reasoning, and decision-making abilities.
- Ability to work and prioritize independently with the capacity to collaborate with others.
- Strong time and organizational abilities with the ability to seek assistance in a professional manner.
- Manage multiple projects simultaneously with minimal supervision while maintaining attention to detail.
- Capable of demonstrating an understanding of and being sensitive to serving a culturally diverse population.
- Demonstrated ability to learn and apply newly acquired skills, knowledge, and feedback.
- Ability to maintain confidentiality and comply with professional ethics and standards.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Walk, stand, bend, climb stairs, kneel, or crouch.
- Ability to write and use a computer, operate electronic devices and operate a variety of hand and power tools.
- Must be able to lift up to 50 pounds.
- Perform a variety of physical labor including climbing ladders, bending, kneeling, reaching, and standing for extended periods of time. This includes lifting boxes, tools, equipment, and materials.
- Work environment is office and manufacturing. Proper PPE is required in the manufacturing area.
- Reasonable accommodations will be made as needed.