

Job Description

Job Title: *Application Engineer*
Department: Sales/Administration
Reports To: Vice President, Sales & Marketing
FLSA Status: Salary; Exempt

Summary: As an Application Engineer you are part of the SAI sales team and work across the organization with all functions of the business. Application Engineers are the primary technical resource for the field sales force, and are responsible for actively driving and managing the technology evaluation stage of the sales process and for addressing technical questions or requests from our customers or sales force. Working in conjunction with the sales team as the key technical advisor and product advocate, the Application Engineer must be able to identify and provide reliable solutions for all technical issues to assure complete customer satisfaction through all stages of the sales process. The Application Engineer must be able to establish and maintain strong relationships throughout the sales cycle.

Essential Duties and Responsibilities: Other duties may be assigned.

- Develop and maintain expert level product knowledge an application of product line.
- Articulate technology and product positioning to both business and product users.
- Make necessary engineering calculations to support product selection/recommendation.
- Assumes the primary technical relationship with the customer.
- Identifies customer requirements by establishing personal rapport with potential and actual clients
- Provides input to product feature enhancements and process improvements.
- Supports R&D in translating customer's needs into a manufacturable product.
- Provides engineering support
- Perform technical/ product training for internal staff, sales force, distributors, and targeted accounts.
- Assist in the design and development of tools necessary to adjust manufacturing capabilities to meet customer needs and wants
- Maintain accurate records of target accounts, opportunities, quotes, projects, contacts and correspondence in company approved databases, formats, etc.
- Resolve customer issues or difficulties in a manner that is consistent with the company mission, values, and financial objectives.
- Maintain professional business relationships within target accounts.
- Provide status of ongoing projects and future projects.
- Identify sales opportunities to help future growth.

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.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- High attention to detail, planning and organizational skills.
- Highly developed ability to prioritize tasks, confidence in decision making, and comfortable working under limited supervision.
- Must be analytical, capable of synthesizing complex information; be intuitive, and attentive to detail.
- Manage tasks that vary in complexity and urgency.
- Must be able to plan and balance individual contributions and team responsibilities. Build team morale, establish goals and support efforts to achieve group commitments above individual interests.
- Treats people with respect, inspires trust, works with integrity and ethically; upholds company values.
- Welcomes feedback and can provide it constructively. Contributes to a positive work environment.
- Must have strong communication abilities and be able to interface and work with supervisors, managers and all departments including sales, operations, logistics and finance.
- To communicate effectively both written and verbally with professionalism with influence, analyze and interpret reports and business correspondence, etc.

Supervisory Responsibility

This position has no direct reports.

Education and/or Experience:

Bachelors Degree in Engineering required, Master's Degree is a plus, 0-5 year's relevant experience, and strong technical documentation skills. Knowledge and familiarity with plastics such as polyethylene, polypropylene, PVC, PVDF, ECTFE, and other plastics.

Other Qualifications:

Willingness to Travel

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and climb or balance. The employee must frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job regularly operates in a professional office environment and periodically in the manufacturing operations setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. While performing the duties of this Job, the employee may be exposed to moving mechanical parts and fumes or airborne particles (but not regularly). The employee is occasionally exposed to wet and/or humid conditions. The employee will be exposed to elevated temperatures in the production area surrounding the extruders. The noise level in the production work environment is usually moderate to loud.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.