

Job Title: Inside Technical Sales and Estimating - Allentown, PA

SUMMARY: Works with Inside Technical Sales and Customer Service to provide customers and end users with product and technical support with cryogenics equipment including pipe, valves, fitting, and pressure and flow assemblies by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES- include the following. Other duties may be assigned.

- Prepares quotations to meet customer requirements, including development of prices and schedule
- Reviews blueprints, plans, and other customer documents to assist in the development and preparation of cost estimates
- Reviews CAD drawings prepared by engineering
- Assists in the preparation of product or piping system layout and reviews drawings and schematics for pressure and flow control equipment.
- Provides technical services to clients relating to use, operation, and maintenance of equipment
- Assists sales and customer service to resolve customer problems that appear to arise from the use of the product
- Completes, maintains, and processes pertinent paperwork and records
- Writes or types order form, or enters data into Customer Relationship Management (CRM) software
- Enters new customer data and other sales data for current customers into computer database
- Records or files copy of orders received according to expected delivery date
- Checks inventory control and requisitions material if necessary
- Assists in the development and entry of Bills of Materials and Routings for Manufacturing orders
- Works with customers to determine how pressure and flow control products could be designed or modified to best suit customers' needs
- Informs customer of unit prices, shipping date, anticipated delays, and any additional information needed by customer
- Routes orders to departments for filling and follows up on orders to ensure delivery by specific dates
- Confers with production, sales, shipping, warehouse, or common carrier personnel to expedite or trace missing or delayed shipments
- Recommends type of packing or labeling needed on order
- Compiles statistics and prepares various reports for management
- Builds and maintains customer relationships
- Receives, investigates, and resolves customer problems
- Handles inbound sales lead calls to convert calls into sales
- Attempts to sell additional merchandise to customer
- Uses CRM to manage and track inquiries and orders

EDUCATION AND/OR EXPERIENCE

Two year technical degree or four to six years of technical experience. Knowledge of pipe, valves and fittings, and an understanding of pressure and flow.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of basic computer skills; Excel and Word software. CRM, Manufacturing and/or Order Processing Systems helpful.

Send resumes to:
Acme Cryogenics, Inc.
Attention: Human Resources
2801 Mitchell Ave, Allentown, PA 18103
Fax: (610) 791-0640
Email: hr@acmecryo.com

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