

JOB VACANCY

Position: Technical Sales Engineer

Reporting to: Managing Director

Objectives: To increase the company's sales by providing training, support and advice to both new and existing customers

Overview:

This role is focused on increasing sales by supporting the sales team to provide market leading training, support and advice on FAAC's product range. Priorities will be set by potential sales growth. The position will be based at the head office in Basingstoke but will require regular travel throughout the UK. To effectively cover the North of England and Scotland the successful candidate must be prepared to spend nights away from home on a regular basis.

Main Duties:

- To take overall responsibility for FAAC's product training both to internal staff and external customers. This will take place both at the Basingstoke office and at customer's premises throughout the UK. Training will include product sales features/benefits, product selection and full technical engineer training, depending on the audience.
- Attend customer's installation sites to provide them with on-site training and advice, particularly when they are installing FAAC products for the first time, with the aim of turning them into a long term, loyal customer.
- Develop training materials which will include powerpoint presentations, videos, webinar's, demonstration rigs, etc.
- Develop product selection tools, quick guides, how to guides and similar material to aid customers in the selection, installation and commissioning of the products sold by FAAC.
- Provide technical sales content for the FAAC UK web site and new letters.
- Support the current sales team with visits to key customers as and when required.
- Assist the internal sales team in the specification of the correct equipment to match a customer's survey form. This will include telephoning the customer to talk them through the options, taking the opportunity to introduce them to new products and upsell where possible.
- Contribute towards the appraisal of new products.
- Comply with the company's Health & Safety Policy at all times reporting any concerns to your manager.
- Comply at all times with company policies and procedures.
- Support the company in its maintenance of quality standards.
- Promote and protect the company's image and good reputation at all times.
- Fulfil any other duties and responsibilities, after consultation that may be determined from time to time.

All enquiries to Sue Hirdle | 01256 318100 | sue.hirdle@faac.co.uk

Applications to be received by 9th March 2018