


Job Description		
Job Name :	Sales Engineer	
Job group :	Service	
Reports to :	Business Development Manager	
Purpose of the Role		
<p>The Sales Engineer in our Service Department will contribute towards the continuous improvement initiatives to ensure we provide the highest possible value of service to our customers on a global scale.</p> <p>Along with deploying technicians to site for field service, Mpac provide spare parts, machine upgrade recommendations, project management, service level agreements, obsolescence surveys and all other consultancy as part of our total customer support service. Our mission statement is “to provide 24-7 global service excellence with local support.”</p>		
Key Accountabilities		
<p>You will be able to interpret the service department’s sales strategy and develop plans to successfully identify appropriate customers and opportunities within our chosen sectors, as well as the following:</p> <p>Identify key decision makers and effectively present and sell the business along with its full range of unique selling points for each of our service offerings;</p> <p>Create and manage account tap-plans for all nominated accounts with a view to creating strategic partnerships;</p> <p>Deliver appropriate and validated tenders in to the business;</p> <p>Manage the sales process from start to finish and create winning sales strategies;</p> <p>Manage customer relationships and identify their relevant strategic corporate needs;</p> <p>Network with key decision makers to identify potential opportunities;</p> <p>Support the Estimating Engineers with detailed and winning quotations for additional equipment, spares and service;</p> <p>Support the Operations Team to commercially manage projects from beginning to end;</p> <p>You will be the face of the business as you travel to customer’s facilities to help identify their requirements and expectations;</p> <p>In addition, you will have experience and/ or knowledge of full lifecycle projects for a range of process applications within pharmaceutical, clean energy and other process manufacturing;</p> <p>Provide a high level of commercial awareness to ensure service solutions and scope changes are delivered in the most cost-effective manner;</p> <p>Effectively communicate with internal and external stakeholders;</p> <p>Provide sales strategy input at internal and external review meetings;</p> <p>Always strive to add value to our customers, building partnerships based on trust, respect and flexibility, and communicate effectively at all times and provide unrivalled extra service, unexpected and beyond anything our competitors provide.</p>		

Key Responsibilities

Interpret the service department's sales strategy and create appropriate objectives for the targeting and penetration of new clients within our chosen target sectors.

Understand the customer's business in terms of needs, vision and strategic direction in order that we can align ourselves and sell our service offerings accordingly. Present in a way that explains our USPs and relate them directly to the needs of our customer.

Deliver strategically aligned and validated tender opportunities into the business.

Manage the sales process from beginning to end to ensure that for each business development opportunity we progress with we also create a winning sales strategy and appropriate key performance indicators.

Support the commercial team with winning quotations so that we can effectively sell while still communicating all relevant technical and scope of supply information to our customers.

Manage the commercial negotiation for additional equipment, service level agreements and ECN's along with stage payments so that the business remains profitable and is paid for its full scope of supply.

Manage the customers' expectations and relationships while being responsible for understanding the customer's overall vision and strategy for the future.

Work with all Mpac colleagues to ensure compliance with ISO14001, ISO9001 and OHSAS18001 and support a culture of Lean and Continuous Improvement by complying with appropriate Standard Operating Procedures.

Core Behavioural Competences

Mpac Lambert Core Competencies

1. Safety Health Environment (SHE)
2. Flexibility
3. Initiative
4. Thoroughness
5. Positive Self Image
6. Self-Development

Role Specific Competencies

7. Strategic thinking
8. Concern for impact
9. Concern for standards
10. Critical information seeking
11. Strategic Influencing
12. Development Orientation

Knowledge and Experience

1. Experience in the software design of industrial automation.
2. Experience of working in an innovative environment and providing innovative solutions.
3. Experience in evaluating technical requirements and providing viable solutions.
4. Experience in identifying and reporting long and short-term project resource requirements.
5. The generation and verification of software design documents.
6. Interpretation of customer requirements and presentation of design solutions at internal design reviews.
7. Commercially aware of the effective use of resources, scope change and implications of choice.
8. Applying technical due diligence, being risk aware, performing FMEA and using design studies and POP work to mitigate risk.
9. Knowledge of British and international standards relative to the design and installation of industrial automation systems.
10. Experience of conducting assessments and generating technical documents to support the compliance to the Machinery Directive and other British and international standards.
11. Experience in the validation procedures and application of GAMP.

Technical Skills and Qualifications

1. A proven history of successful strategic selling and customer relationship management.
2. A proven understanding of the service engineering sector, ideally within the automation and machine manufacturing industries.
3. A proven track record in a service engineering solution selling environment with the ability to work both independently or as part of a team.
4. Strong organisational, time management and presentation skills with a professional approach to business problem solving in a customer environment.
5. Good negotiation and commercial skills along with a strong understanding of market pricing and competitor influence.
6. Ability to communicate effectively at all levels adjusting approach or communication styles to suit the circumstances.
7. Experience of presenting technical solutions, company presentations and USPs.
8. A proven, high level of commercial awareness.
9. Valid Driving Licence

Relationship and Reporting Line

Reports to Business Development Manager.

Working relationships with: Customers, Commercial Team, Operations Team, Service Engineers, Project Engineers.