

Job Title	Inside Sales Engineer
Department	Business Development
Requisition Number	BD-SEBD-002



Job Summary:

The Inside Sales Engineer is the primary support resource for our customers, partners and outside sales team. They are responsible for working collaboratively with the outside sales team as a technical advisor and product advocate. Sales engineers sell complex scientific and technological products or services to businesses. They must have extensive knowledge of the products' parts and functions and must understand the scientific processes that make these products work. The Inside Sales Engineer must be able to identify and provide reliable solutions for all commercial and technical issues to assure complete customer satisfaction. Provides sales and market knowledge, expertise and leadership to other members of the team.

Responsibility:

- Participate in lead generation strategies, such as cold calling, to identify business prospects and create a list of potential customers
- Utilize designated resources to contact customers and gauge their interest in obtaining products or services offered by the company, analyze each individual and make product recommendations based on a need or problem to be solved.
- Mediate conflict in situations where customers are disgruntled or seeking recompense, and provide solutions that reestablish credibility and maintain business but effectively benefit the customer.
- Maintain a log of which customers have been contacted, the outcome of each interaction and issues that need to be flagged for follow up, update customer relationship management (CRM) system as appropriate.
- Collaborate with professionals from other departments to identify improvements to product offerings, sales education, marketing strategies and other business-related topics.
- Encourage team members to be productive, friendly, professional and integrity-driven by maintaining a positive demeanor and objective approach to customer conflict.
- Uphold standards of self-motivation, time management and productivity, and maintain a workspace that is clean, organized and professional.
- Proactively follow up with customers to get their feedback, guarantee their satisfaction and develop ideas for pitch modification to more successfully advertise products.
- Probe for areas where KTM Solutions may be able to solve a client's needs.
- Manage and execute lead generation activities, engage with clients to ascertain and define requirements, utilize personal technical expertise and that of key engineers to define the technical scope.
- Understand KTM Solutions products and services in sufficient detail to understand if a prospect is appropriate for further sales action.
- Liaise with KTM engineering and Outside Sales team to address client needs where KTM Solutions can be a benefit, hand-off sales leads to the Outside Sales team for follow through.
- Support the development of sales process and sales pipeline.
- Develop and maintain client relationship through on-going engagement and follow up, identify and address client's future requirements.
- Establish behavior metrics, assess performance, modify action plans to achieve results, and be accountable for results. Achieve quotas. Develop and execute client opportunity qualification process and metrics.

Impact:

- Represents the company with the highest level of professionalism, integrity and respect for self, clients and employees.

- Builds trust and strong relationships with industry peers, clients, client representatives and the community.
- Performance judged on the maintenance of existing clients, development of new clients, generation of sales, and management of business opportunities.
- Thrives in fast paced, performance-driven environment.

Autonomy:

- Highly self-motivated and works well independently, requiring infrequent supervision.
- Manages self and sales process; takes ownership of results.
- Accountable for meeting daily activity, organizational, financial and sales performance objectives.
- Reports to the Business Development Manager

Qualifications:

- High level strategic and tactical sales abilities and a successful track record of selling high value proposition engineering services and manufacturing support system solutions.
- 1-3 years of experience with customer services.
- 1-3 years experience with technical sales and mechanical systems.
- Strong work ethic and able to deal well with rejection.
- Proven problem solving skills and ability to connect with people of all skill levels.
- Strong communication skills (oral and written)
- Excellent leadership, interpersonal, and organizational skills.
- Strong networking and prospecting ability.
- Creativity and persuasiveness.
- Ability to communicate at all levels of the organization, internally and externally.
- High School Diploma.
- University Degree in Engineering (Mechanical or Mechanical Engineering Technology) or related field preferred.

Career Path:

The Inside Sales Engineer should be a strong candidate to take on additional responsibilities including an outside sale position. Career progress will be tracked at the highest level where humble/servant leadership, growth of market share, innovation in solutions, and the ability to work well with others within the company will be rewarded. Career path includes a potential for management.

Salary:

Total compensation will include a base salary and performance incentive plan (commissions and bonuses), commensurate with experience. Compensation will also include eligibility to participate in company benefits plan offered to all full time KTM Solutions employees.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

THE KTM SOLUTIONS EMPLOYMENT EXPERIENCE - Exciting Challenges, Rewarding Careers

Creative Freedom: There is no substitute for passion and creativity. We strive to foster these traits by allowing our employees a great deal of creative freedom. We believe that creative freedom allows engineers to push the so-called limits and create the finest and most inventive designs they are capable of. You have the freedom to think outside the box and truly be an innovator.

An Environment of Respect and Trust: We understand true professionalism to mean mutual respect, responsibility, and trust in the workplace. These traits are foundational to our work environment.

Flexibility: Everyone works differently. We understand that people have different ways of fostering productivity. Because of this, we try to be flexible and let our employees choose their hours and create for themselves a work environment that is conducive to creativity and technical excellence.

Diverse Challenges: Our unique position in the engineering world means that our employees have the opportunity to work on a wide variety of technical design projects. Our service offerings give you the opportunity to work through diverse tasks and develop new skills every day. From airplanes and automotive parts to conveyors and automated machines, the ever-new challenges make every day fresh and exciting. You never know what you might encounter.

Time Spent Doing What You Love: As a company created by an engineer for engineers, we understand that experimentation, design, and creation lie at the heart of engineering. True passion and innovation should not be hindered by hoops, ladders, and whistles that must be jumped through, climbed, and yielded to. No bureaucracy. We enable you to spend your time doing what an engineer is meant to do: creating and innovating.

THE COMPANY:

KTM Solutions serves aero structures companies and manufacturers that produce large parts and/or complex equipment. We provide specialized engineering services as well as custom tooling solutions. Both of these are essential to trouble-free manufacturing. In addition, our professionally engineered tools reduce the risk of injury for manufacturing employees. KTM's **On Demand Engineering** service provides immediate professional engineering talent to address your engineering needs. Our aerospace engineers understand the aircraft structural design, analysis, repair, and modification business. KTM will also design and deliver custom tools through our **Turnkey Mechanical Systems** service.

CATIAv5, SOLIDWORKS, NASTRAN/FEMAP, NASGRO services are available. Our services are not right for everyone; however, companies that benefit the most from KTM Solutions services are those that are:

- Frustrated with the long lead times, repeated learning curves, and inconsistent quality of contract/temporary staffing,
- Unsure how to navigate the waters of new product development and need highly skilled/specialized individuals required for a short time,
- Concerned for the safety of the tools they use to manufacture and move product through their assembly process.

ALL CANDIDATES MUST POSSESS AUTHORIZATION TO WORK LEGALLY IN THE UNITED STATES WITHOUT COMPANY SPONSORSHIP.