

Technical Sales Rep

Reports to: Owner

Status: Salaried / Exempt / With Benefits

Core Hours: First Shift, Monday - Friday

Located: Green Bay, WI Travel: to customer sites as necessary



Position Description:

In this role, you will use solid sales techniques to drive revenues and provide excellent customer service. You will solicit, quote and obtain orders by developing relationships with decision makers and following up on established leads. You will use your technical expertise to provide customer support and guide customers to best possible solutions from our wide array of products and services.

Qualifications & Skills:

- Associate's degree or equivalent knowledge and experience.
- Proven technical and mechanical aptitude and manufacturing experience.
- Knowledge of sanitary components (pumps, valves, etc.), fittings, and equipment used in the dairy, food and beverage processing industries preferred.
- Experience working directly with customers in a business-to-business sales or customer service role and a strong customer-centric mindset.
- Excellent verbal and written communication skills with a strong phone presence.
- Has good problem solving skills and is detail oriented. Highly organized with the ability to multi-task and demonstrate strong time management skills.
- Is a professional, reliable, highly-motivated, results-oriented self-starter.
- Proficient in Microsoft Office (Word, Excel and Outlook) and ERP software.
- Has a valid driver's license for customer visits as needed.
- Is capable of regularly lifting random-sized items up to 60 pounds.
- Demonstrates personal character in line with our Values and Code of Conduct.

Duties & Responsibilities:

Develop and maintain technical knowledge and proficiency in Koss Industrial products and services. (Specifically diagnosing and troubleshooting process valves and pumps.) Interact directly with customers by phone, electronically, or face-to-face.

Assist customers and internal staff with equipment, components, parts and/or service options. Work directly with the sales team, engineering and other staff on quotes and project-related requests.

Actively prospect current and potential customers on a daily basis. Develop and build strong relationships. Manage and interpret customer requirements – seeking to understand, anticipate and meet their needs.

Promptly and courteously answer customer questions about products, pricing, availability, and payment terms. Professionally deal with customer complaints. Follow up with customers to close the sale and enhance sales by cross-selling and up-selling.

Promptly provide quotes and create sales orders and help to ensure accurate and timely invoicing. Arrange and direct delivery and installation of products and equipment.

Show a strong commitment to quality, safety, and customer service. Ensure company policies and procedures are consistently followed. Other duties as assigned.

How to Apply

Send your resumé and title of position to jobs@kossindustrial.com

Koss Industrial, Inc. is an equal opportunity employer.