

**JOB TITLE: Inside Technical Sales**

**REPORTS TO: Bryan Gramaglia – Technical Sales Manager**

**SUBORDINATES: N/A**

**LOCATION: Raleigh, NC**

**COVAL Vacuum Technology Inc.** in Raleigh, NC specializes in the manufacturing and distribution of vacuum components for robotics and general automation. Our product line includes suction cups, vacuum pumps, vacuum switches, spring compensators and accessory devices.

Our Inside Technical Sales Team works with customers and Coval's Regional Sales Managers on application solutions which extend from single components to complex gripper systems or customer-specific special requests. Due to our continued growth, we are seeking a highly skilled and motivated individual to join this fast-paced team. We are looking for someone with technical aptitude and strong sales skills who can develop long-term relationships with existing customers.

**Qualifications:**

Technical Skills:

This position is responsible for conveying technical and applications information about products and supporting our Regional Sales Managers with selling a wider variety of engineered vacuum components and grippers for robotics and automated machinery.

- Robotics, Automation, or Pneumatics design/sales experience a **PLUS!**
- Above average understanding of science and technology and can explain technical equipment in everyday terms.
- PC proficient and familiar with MS WORD & EXCEL. Familiarity with a CRM and MRP program a plus. Familiarity with CAD a plus.
- Willingness to update job knowledge by studying new product descriptions, participating in educational opportunities.
- Experience in technical sales preferred.

Customer Service:

This position is focused on maintaining relationships and superior service levels with existing and new customers. This position is responsible for: maintaining phone and email contact with existing customers, assisting customers with application solutions, and buying decisions, creating quotations and letters to customers, learning, and maintaining sales skills. May require occasional travel for customer visits relating to complex applications.

- Places primary importance on delivering superior customer service.
- Demonstrates talent at developing solid relationships with all types of people, especially by phone.

- Receive and process quote and order requests from customers, field sales personnel and other sources via phone and email.
- Supports the close of sales by addressing customer concerns, demonstrating empathy, and consistently moving the customer towards commitment.
- Quickly respond to customer inquiries pertaining to quotes, orders, expedites, follow-up, etc.
- Active communication skills to work as a liaison between customers, factory principals, service and field sales personnel, and management.

#### Interpersonal Skills:

This position requires a team player who has the ability to develop and maintain strong working relationships with co-workers in order to accomplish specific performance goals and other duties as assigned.

- Accomplishes department and organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Adequate presentation skills to participate in occasional customer and distributor training as required.
- Assist teammates and perform own proof-of-concept application tests in testing lab for customers as needed

#### **Benefits:**

COVAL offers a competitive compensation and benefits package including:

- Vacation & holiday pay
- Health, Vision & dental insurance coverage
- Retirement savings plan
- Hybrid work schedules available once trained
- COVAL is an Equal Opportunity Employer