

MRO Internal Sales Engineer Role and Responsibilities

1. Role in the Team

The MRO Internal Sales Engineer Role is an Internal Sales position responsible for actively driving the Standard Solutions value stream from the Enquiry to Order stages of the sales process.

The role operates as the main contact with Customers requiring “Rapid Response” standard products, available from stock or on market driven lead time and is required to demonstrate a comprehensive understanding of that product offering.

The main focus of the role is the preparation of fast accurate quotations and the conversion to orders.

The MRO Internal Sales Engineer must be able to identify and provide reliable solutions to assure complete customer satisfaction through all stages of the sales process.

2. Place in the Team

Direct Manager : MRO & Service Manager

Subordinate(s) : None

3. Key Responsibilities and Objectives

- Work with the External & Internal Sales Teams to meet and where possible exceed the customer’s requirements/expectations, which includes:
 - Production of quotations for customers in a clear, detailed and accurate manner.
 - Achieving agreed response times for the submission of quotations.
 - Negotiation and conversion of quotations to orders.
 - Building relationships with customers and potential customers to understand their requirements.
 - Pursue new business opportunities in line with Strategic objectives in conjunction with the External Sales Team with existing and prospective customers.
 - Helping with Quotations and Proposals for Service Solutions.
 - Maintain accurate records of opportunities, quotes, projects, contacts and correspondence in company databases.
 - Communicating with customers to gain feedback on quotations.
 - Continuously looking to implement Service and Business improvements.
 - Achieving relevant targets and KPI's.
 - Adopt a flexible approach to workload and assume new responsibilities where appropriate.

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Communication

- Communicate clearly and confidently with customers.
- Liaise with stakeholders and support management decisions.
- Engage interest and participation of others and have a collaborative approach to working with others.
- Promote and endorse the company culture and identity.

Health & Safety

- Comply with all health & safety requirements.
- Ensure that full co-operation is given to the Health & Safety Manager.

General Responsibilities

- Comply with all company policies & procedures.
- Take responsibility for personal development, identify training needs and request appropriate training as required.
- Deliver a seamless interface with internal and external customers as required.
- To protect the customer from receiving defective product.
- Conduct any other reasonable request associated with this job function or the smooth running of the department.

Note – this Roles and Responsibilities description is a general guide to the above role and is not indicative of all the activities and functions of the job holder which vary from time to time according to the needs of the business.

4. Required Competencies

Skills & Experiences

- Customer focused.
- Previous experience within a fast pace internal sales team, ideally in a manufacturing or engineering environment.
- Possess a high level of commercial awareness.
- Base skills in Engineering/Manufacturing.
- Being an enthusiastic individual who has excellent communication skills able to fit into a in a close knit team environment as part of an expanding Business.
- Problem Solving.
- Competent in IT skills.
- A good level of computer literacy and numeracy skills.
- Experienced of CRM systems and ideally Salesforce.
- To be organised, accurate and have attention for detail.
- Team working and communication skills.

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5. Tools for the Role

- Laptop
- If required
 - Mobile Phone
 - Working from Home - Large Screen/keyboard/Microphone/Camera

6. Training & Development

- Induction Programme
- Product Training
- Annual Personal Development Review (PDR)
- Annual Training Needs Analysis (TNA)
- Agreed Annual Training and Development Plan (TDP)

7. Reward Package

- Competitive Salary
 - 37 Hours per week.
 - 08.30 – 17.00 Monday-Thursday.
 - 08.30 – 13.30 Friday.
- Sales Incentive Plan (SIP) Yearly Bonus opportunity up to 20% of annual salary.
- 25 Days Holidays plus statutory Days.
- Renold Personal Pension Plan - Defined Contribution Scheme.