

6/8/2021

Aftermarket Sales Support Engineer

American-Marsh Pumps, LLC

Job Location: Collierville, TN

Job Description: Interprets customer requirements for parts & replacement pump quotes and orders. Specifies, prices, and determines manufacturing requirements in efforts to meet the customer's needs. Determines schedules. Communicates with internal and external customers. Negotiates resolutions as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING: OTHER DUTIES MAY BE ASSIGNED.

- Responsible for preparing parts and replacement pump quotes to meet both the customer's needs and specific contractual requirements as determined by the market and the territory of the requestor
- Specify correct part for specific pump
- Prepare quotes, advise of pricing, and required lead time for equipment.
- Estimate cost and prices when actuals are not available, when necessary
- Document quotes on system quote program and hard copy serial file when applicable
- Maintain original Bill of Material filing system
- Sort system-generated paperwork for quotes and orders
- Confer with supervisor on incorrect prices and problem request
- Process orders, communicate and coordinate with sourcing OPS to achieve quoted lead times
- Respond to customer inquiries regarding delivery of orders
- Utilize company policies and exhibit a professional demeanor while performing all functions
- Process credits for return goods and pricing errors
- Offers knowledge to other personnel for training and customer satisfaction
- Upsell requests whenever possible

QUALIFICATIONS:

- Four-year college degree or equivalent experience
- Excellent customer service and communication skills (written and verbal)
- Ability to organize and memorize information
- Proficient computer skills with the ability to use multiple sessions (simultaneously) to obtain information
- Some mechanical background required
- Sales oriented attitude
- Ability to exhibit positive and professional demeanor always, while working with customers



A WILO COMPANY

EXPERIENCE:

- Performed customer service duties
- Computer experience
- Sales and/or Mechanical background
- Sales oriented attitude with good problem-solving skills
- Positive and professional demeanor

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Please submit your resume to pat.choice@wilo.com