

## Technical Inside Sales Specialist

Job ID #: 491

Location: Austria – Vienna

Functional Area: Sales

Alternate Location(s):

Employment Type: Full Time

Work Location Type:

### Position Description

The purpose of the role is to takeover of responsibility for availability of adequate technical knowledge to deal with customer questions, requests, technical problems, and coordination with Field Sales, Sales Managers, Customer Service, Purchasing, PASS, and internal or external suppliers, when appropriate. Creating of Quotes (type 2) in SAP and giving support to all requestors based on the Technical Capability Matrix. Ensure sufficient technical skills are available to successfully process customer orders in time. To give accurate technical advice to customers by telephone, e-mail and facsimile as appropriate.

- To give accurate technical advice to customers by telephone, e-mail and facsimile as appropriate.
- To size filters and create quotations based on customers specs.
- Work closely with Customer Service, Field Sales, Engineering, and Quality departments on contract review of customer orders.
- To provide general sales support to Field Sales engineers/managers.
- To provide cover for other Internal Sales engineers in their absence.
- To liaise with SLS/TSG with technical problems and specific order requirements, if appropriate
- To maintain a continuing dialogue with manufacturing and engineering units.
- To arrange and conduct adequate trainings for internal and external people.
- Team working with other Pall offices as described in the TIS Capability Matrix.
- Technical support of the Telesales Group (if applicable).
- To ensure timely and accurate completion of customer/project related documentation.
- To attend Quarterly Sales Meetings and other meetings as required.
- To undertake training courses as assigned.
- To visit customer or supplier sites as required, to be prepared to travel infrequently (Europe only).
- High amount of flexibility, decisiveness, readiness to work to deadlines

### Position Requirements

- Academic qualifications in Mech Eng, Natural Sciences, or an Engineering based discipline.
- Customer and office related experiences or similar involving communication.
- Full commercial understanding of processes, sales targets, and sales tools
- Overall understanding of the total supply chain process
- Good product knowledge or comparable technical background
- A good communicator in German and English, excellent skills in both writing and speaking
- Attentive to detail
- Appreciation of service to customers
- SAP knowledge (basic)
- Good in teamwork as well as committed to success
- Fluency in German and English

### JOIN THE PALL TEAM

If you are interested to discuss this exciting opportunity and find out more about our competitive salary package, please do not hesitate to contact us!

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