



PREMIER
BOWL FEEDERS



Role Specification – Sales Support Engineer

The PCE GROUP of Companies provide cutting edge automated solutions to global markets, spanning a variety of industry sectors, including Medical/Ocular and Pharmaceutical. With over 40 years' experience in providing bespoke turnkey automation, ranging from stand-alone machines, to fully integrated high throughput cells. We pride ourselves on being able to offer our customers the complete in-house solution - from design to delivery.

Role

Reporting to the Sales Manager, the Sales Support Engineer will help in managing customers and prospects.

- This will include direct communication with customers and prospects.
- Using LinkedIn, email and telephone communications keep in contact with agreed targets to agreed timescales and record using Lead Forensics and Top10's sheets as instructed.
- Contact third party suppliers to specify and obtain quotations for special equipment as part of projects.
- Preparing quotations both the costings' sheets and written offers.
- Special responsibility for feeding systems; bowl, rotary feeders, and ancillary items.
- Sales administration: - Sales Logging Sheet updating; database management and some marketing co-ordination.
- Helping develop sales automation systems.
- Assist as requested in developing the specification and implementation of Contact Relationship Management software (CRM). This will include the verification and migration of information from multiple sources.
- Liaising with the Technical Manager and other departmental heads to provide efficient solutions to issues or supply chain problems.
- Possibility of progressing to an external sales role.

Registered Office:

PCE Automation Ltd, Ellough Road, Beccles, Suffolk, NR34 7TE, UK

VAT Registration No. GB 318 6588 67

Registered in England No: 3801408 EORI: GB 318 6588 67 000

© 2021 PCE Automation Ltd. All rights reserved.

Role Specification – Sales Support Engineer v1.0 23rd September 2021



Responsibilities

The following list is an indication of the responsibilities the successful candidate will be expected to fulfil in the role of Sales Support Engineer: -

- Work in close liaison with Sales Managers to develop sound concepts against which costs, and simple layouts will be provided.
- Develop a 'database' of basic building blocks of automation to assist in consistent pricing across various sector enquiries.
- To accompany the Sales Manager where required to support the sales process / promotion of concepts.
- To manage a varying workload according to the number of enquiries and resources available.
- To develop a sound knowledge of both mechanical and electrical assemblies / equipment.
- Gain a knowledge of past projects and where to locate historical information.
- To be able to review detailed specifications and assist with suitable concepts against them.
- To develop good commercial relationships with key suppliers for both pricing and technical support
- You may be required to work offsite at customer premises both in the UK and overseas.
- As the role progresses you may be required to take responsibility for identified in-house accounts.

Requirements

The following list is an indication of the skills that the successful candidate will possess, in fulfilment of the position.

- Trained to use supplier software, e.g., MTpro etc, to be able to build pricing & quotes against customer information.
- Fully conversant with the Office suite; Excel; Word, Teams etc
- Capable of using own initiative and setting work goals from multiple sources.
- Able to communicate with people where conflicts occur.
- Willing to communicate directly with customers.
- Able to use, or shows aptitude to be trained to use, CAD packages. Both 2D DraftSight and Solidworks to provide simple layouts and concept drawings for proposals.
- Capable of working in a fast paced, high-pressure environment, overcoming unique challenges.

Registered Office:

PCE Automation Ltd, Ellough Road, Beccles, Suffolk, NR34 7TE, UK
T: +44(0)1502 713287
E: info@pce-automation.co.uk W: www.pce-group.co.uk
VAT Registration No. GB 318 6588 67
Registered in England No: 3801408 EORI: GB 318 6588 67 000

KPI's

Key Performance Indicators are used to measure both departments and personnel performance. These are some of the measures that will be used to measure the sales process:

- Managing the Sales Logging Sheet, ensuring entries are correct and updated.
- Accuracy of quotations for both format and content against agreed parameters.
The ability to take on instruction and implement lessons.
- Meet agreed response times:
 - Respond to customer enquiries within 24 hours.
 - Prepare quotations within agreed time limits.
 - Follow up quotations within a week from issue and then periodically to ensure business is not lost.

How to apply

Applicants must apply in writing, submitting a covering letter and full CV to our HR Department.

HR Co-Ordinator Laura Head l.head@pce-group.co.uk

Registered Office:

PCE Automation Ltd, Ellough Road, Beccles, Suffolk, NR34 7TE, UK
T: +44(0)1502 713287
E: info@pce-automation.co.uk W: www.pce-group.co.uk
VAT Registration No. GB 318 6588 67
Registered in England No: 3801408 EORI: GB 318 6588 67 000