

JOB DESCRIPTION

Job Title/ Location	Inside Sales Engineer	Department	Sales
Reports Directly To (Position Title)	Sales Manager	Location	Hyderabad

POSITION SUMMARY

Describe the primary purpose and function of this job

The role of the BFSC sales associate is to maintain value-added relationships with assigned accounts in order to position BFSC as a preferred solution provider. The associate should always act in the best interest of the customer, applying sound ethics and a service orientation.

As an Inside Sales Associate, the goal is to support sales and operations of Hyderabad branch especially in the area of pre-sales process till order receipt from customer. The inside sales associate will be part of a team responsible for providing a variety of services, solutions, support, and information in a manner that builds trust, confidence, and long term business relationships.

KEY ROLES & RESPONSIBILITIES

- Handle customer enquiries by preparing QRFs and passing it to commercial team for quote preparation as well as timely submission.
- Help customers in part number selection.
- Share inputs to commercial team wrt technical queries from customer.
- Close monitoring of active opportunities, quote follow up & attend order closure meetings with customer.
- Identify new cross selling opportunities and revive dormant accounts.
- Serves customers by identifying their needs and engineering adaptations of products, and services.
- Coordinate with factory to seek technical clarifications via service now.
- Maintains professional and technical knowledge by cultivating a habit of self-learning and attending various educational workshops.
- Promote service offerings like leak audits, site visits and trainings to customers.
- Customer complaint coordination for timely closure.

CORE COMPETENCIES REQUIRED - Indicate the observable behaviors that demonstrate the knowledge, skills and abilities that the employee should have

- Must possess strong customer service skills, time management, negotiation and interpersonal skills.
- Excellent written and verbal communication
- Must be detail oriented and an active listener
- Ability to work under pressure in a collaborative environment to deliver or exceed results.
- Must possess a passion on improving customer management and technical ability that helps to thrive.
- Strong in MS office tools, CRM, SAP B1 (or similar ERPs).

EDUCATION, PROFESSIONAL QUALIFICATION, EXPERIENCE & SKILLS

Education : Post graduate / Graduation in B.E / B.Tech – Mechanical or Instrumentation engineering.

Experience: 3 Years in Inside sales and/or pre-sales of Industrial products/B2B/Application selling. Preferably from a MNC into Manufacturing Industry.

About Swagelok

Swagelok Company, Headquartered in Solon, Ohio, USA, is the world leader in fluid system solutions including products, assemblies and services (tube fittings, valves, quick connects, regulators, hoses, orbital welding systems and other products) that are vital to fluid system requirements in industries such as power, oil and gas, petrochemicals, biopharmaceutical, research, alternative fuels, semiconductor manufacturing etc. Its manufacturing, research, technical support and distribution facilities support a global network of more than 200 exclusive authorized sales and service centres in 57 countries on six continents. Bangalore Fluid System Components Pvt. Ltd represents Swagelok as their sole authorized Sales & Service Partner/Distributor for North India, South India & Sri Lanka. The Head office is based in Bangalore with Branch offices at Delhi, Chennai and Hyderabad as well as resident sales engineers in 7 more cities and a total of about 130 employees.

Swagelok Bangalore has been certified as “Great Place to Work®” in 2022.

More information on Swagelok is available at www.swagelok.com and bangalore.swagelok.com

“Swagelok Bangalore is proud to be an Equal Opportunity Employer. Applicants are selected without regard to race, ethnicity, creed, color, religion, sex (including pregnancy) ancestry & disability”.