



## Job Description

<b>Position Title:</b>	Technical Advisor(TA) 2 positions	<b>Location</b>	Baton Rouge area Lake Charles area
<b>Department:</b>	Sales	<b>Last Revision:</b>	2/27/24
<b>Reports to:</b>	Downstream Sales Manager		

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## About Swagelok Louisiana

Swagelok Louisiana provides critical fluid system products, assemblies, training, and services to customers in a variety of markets including oil & gas, refining, chemical, midstream, power and transportation industries. We are the independently owned and the authorized sales and service center for Swagelok® in Louisiana and portions of Mississippi. Swagelok Company is a \$2 billion, privately held company, headquartered in Solon, OH. Swagelok designs, manufactures, and delivers an expanding range of the highest quality fluid system products and solutions.

## Position Summary

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The Technical Advisor is a professional outside Industrial sales role meeting face-to-face with existing and prospective customers. This position is responsible for sales of fluid system components, custom solutions (fabrication & light assemblies for customer), and related services to business and industrial facilities, as well as individuals within factories, plants, universities, or other locations. Key to success in this role will be to identify new sales or substantial growth opportunities and earn customer specifications or contracts for current and future projects. It will also be critical in this position to be able to become a partner to the customer through the ability to anticipate and solve their technical problems. The ideal candidate will have focus, consultative sales approach, excellent communication and presentation skills, outstanding customer service and a strong mechanical aptitude.

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## Essential Duties & Responsibilities

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- Develop significant revenue and drive growth by executing on key strategic sales initiatives including Fabrication Services, New Products and Solutions, Services and Core Products.

- Establishes relationships with key decision makers and influencers within the customer base and develop a strong working knowledge of their processes, applications, and business model.
- Develop and maintain territory operating plans that are aligned with our company's Strategic Plan.
- Prepare and deliver technical (application and product) presentations to audiences that consist of executives and engineers.
- Investigation of new or existing business for determination of its potential and appropriate sales coverage approach to achieve maximum Sales & Customer Experience
- Develop relationships with contractors, as well as Engineering firms, to secure ongoing business. Visit these to provide training for awareness and education purposes.
- Able to create and demonstrate a competitive distinction by identifying and implementing value and cost saving initiatives for the customer.
- Maximize the face-to-face time with key customers.
- Support unplanned customer request that are aligned with our Vision, Mission and Strategies.
- Earn customer specifications.
- Actively track all sales related activities: appointments, opportunities, contacts, and other key sales initiatives in CRM.
- Have emotional awareness and provide outstanding customer service.
- Be innovative in the use of social media, websites, industry publications, etc. to uncover data that can be mined for potential opportunities. Identify and attend industry events for networking.
- Position Swagelok as the customer's preferred supplier leading to profitable revenue growth.

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## Position Requirements or Qualifications

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### Position Requirements:

- Associate or bachelor's degree or certification in Business, Engineering or Technology related studies.
- Strong mechanical comprehension is essential
- Sales experience would be preferred, but not a requirement
- Technical industry knowledge and experience would be preferred, but not a requirement
- Proficient computer skills (Microsoft Office & CRM)
- Time Management
- Creative and critical thinking skills
- Strong business acumen

### Competencies:

- **Adaptability/Resilience:** Recovers quickly from change or setbacks
- **Communication:** Active listening style that achieves understanding, appreciation for others and expressing oneself in a clear and well-articulated fashion appropriate to audience. Excellent verbal and written communication skills
- **Customer Service:** Delivering, anticipating, and maintaining professionalism with customers.
- **Initiative:** Acts on opportunities

- **Optimism:** Always references the positives in any situation
  - **Results Orientation:** Gets results in a consistent and reliable manner
  - **Teamwork/Collaboration:** To be supportive of all company initiatives, act collaboratively with other sales consultants and other company associates, customer relationship orientation
  - **Work Habits:** Attention to detail, planning and organization, strong work ethic, ability to function autonomously, work with a sense of urgency
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## Compensation & Work Environment

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### Compensation:

- Salary Plus Variable Compensation Plan
- Various sales related expenses are covered
- Competitive Benefits package

### Work Environment

- Primarily in the field
- Travel will consist of visiting assigned accounts in the southeast Louisiana area.