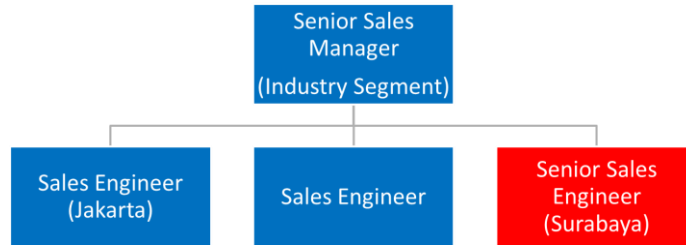




Job Profile_Sr Sales Engineer Industry

Job Family: Sales	
Job Cluster: Sales Industry	
Job Role: Sales Engineer Industry Segment	
Grade:	Date: 21-09-2021

Organization Chart:



Purpose of Job:

- The Sales Engineer performs discovery, analysis of after sales business needs and definition of client requirements in conjunction with the Executives level to determine technical requirements for project work, as well as ascertain fit and suitability of our other products, including managed services, within the client network.

Key Activities:

- Comply with all applicable HSE laws and regulations, and apply our standards where laws and regulations do not exist or are considered insufficient.
- Identify and assess health and safety hazards and eliminate or, if not possible, reduce risks to as low as reasonably practicable to prevent incidents.
- General and Administrative
 - Develop after sales business plan and strategy for the market that ensures attainment of company sales goals and profitability.
 - Provides timely accurate competitive pricing on all completed prospect applications submitted for pricing and approval, while striving to maintain maximum profit margin
- Financial and Business Control
 - Determine and assign after sales quotas, products business design, targets, and/or goals. Project and forecast annual and quarterly revenue and for one or more after sales territories.
 - Provide timely, accurate, competitive pricing on all completed prospect applications submitted for pricing and approval, while striving to maintain maximum profit margin.
 - Analyze sales data on sales results and develop plans to address performance gaps.
 - Collaborate with marketing executives to develop lead generation plans.
 - Advance one's own professional and technical knowledge by attending workshops and other educational trainings, participating in professional societies and industry networks, and reading professional and industry publications
 - Develop sales & after sales strategies to acquire new customers or clients, track sales team metrics and share them with company leadership.
- Customer Service
 - Maintain a deep understanding of customer needs and monitor their preferences.
 - Resolve escalated customer issues and customer complaints regarding sales and service.
 - Monitor and respond to customer feedback throughout the buying and aftersales process.
 - Provide expertise when setting and adjusting pricing plans and discount rates and provide advanced negotiation expertise.
 - Connect company headquarters with customers and salespeople in the field.



Job Profile_Sr Sales Engineer Industry

- Technical & Service Area
 - To recommend technical solutions and promote AVK products to customers.
 - To Train and educate customers maintenance staff on products installation, failure analysis, and troubleshooting.
 - To support sales staff on technical aspects and provide technical assistance whenever required.
 - To support organization and achieving business unit indicator
- Provide the information related to Sales Manager Industry

Critical knowledge and experience:

- Minimum 2 years of experience in valves business, preferably in valves or related mechanical equipment.
- Familiar with MS office application
- Excellent analytical, problem solving and organizational skills.
- Able to perform financial calculations and create and manage the budgets.
- Willing to be placed in Surabaya

Collaboration Partner:

- SCM, Finance, Customer Care, Dealers

Preferred Education:

- Hold a degree in Mechanical, Chemistry or Petroleum Engineering from reputable university.

Competencies and Behavior:

- 1.1. Deciding & Initiating Action
- 2.1. Working with people
- 2.2. Adhering to Principles and Values
- 3.1. Relating and networking
- 3.2. Persuading and Influencing
- 3.3. Presenting and communicating information
- 4.3. Analysing
- 6.2. Delivering results and meeting customer expectations
- 7.2. Coping with pressures and setbacks

Skills

- Good command in English
- Good communication skills