

POSITION AND CANDIDATE SPECIFICATION



Technical Sales and Product Estimator

COMPANY OVERVIEW

Pearl designs and builds standard and custom high-speed machine attachments for punching holes, perforating and slitting for the converting industry. Pearl also offers blown film extrusion process enhancements that improve film quality at higher outputs while reducing maintenance. Pearl can be counted on to make any unique application better than anyone! Pearl Technologies success and reputation are built on outstanding customer service, innovation, quality, speed and delivery.

Pearl Technologies, has revolutionized the plastics industry with over two dozen patents, a lineup of over 3,000 solution-driven products and 13,000 parts to thousands of customers in every continent of the world. All of the action now takes place in Pearl's 41,000 square foot headquarters located in Savannah, NY.

POSITION SUMMARY

The Technical Sales and Product Estimator is responsible for working alongside the Lead Technical Sales and Product Estimator in preparing cost estimates for customer quotations as well as writing and reviewing work orders processed from sales. He / She will support Pearl's sales goals through professional sales techniques and good customer service. He / She will maintain quality relationships with customers, suggest and assist with sales and marketing strategies.

MAJOR RESPONSIBILITIES

The Technical Sales and Product Estimator will be responsible for the following key activities:

- 1- Costing / Quoting / Inside & Technical Sales:
 - Provide formal product estimates and quotes to customers including introduction and explanatory text as well as embedded pictures, illustrations, and drawings to promote product advantages.
 - Create "customized" proposals to meet specific customer requirements (such as delivery needs) in an efficient manner by interfacing with internal departments and coordinating through scheduling.

- Perform quote follow-up and report back findings to internal customer documents on a periodic basis.
- Compile cost estimate list for the manufacturing of products, projects and/or services requested for quote to include time, type of material, tools or fixtures, manufacturing activities and subcontracting for a job.
- Establish product pricing within acceptable profit margin ranges as dictated by management.
- Maintain accurate and organized personal quotation files including product costing backup.
- Work closely with engineering to confirm and resolve product information, technical issues, revisions, appropriate processes and materials.
- Provide technical assistance to distributors and agents, as well as customers and customer service representatives.
- Participate in weekly Sales meetings, offering insight on existing and future customer opportunities. Maintain weekly reports on sales activity, outstanding quotes, quotes secured and lost, as well as new customers, sales leads and product interests.
- Assist with trade show preparations, accompanies staff to shows as necessary and tracks related show data for quotes versus sales activity.

2- Customer Support:

- Build and maintain quality relations with existing customers, increase customer base and volume of sales, and promptly follow-up on all leads.
- Promote and effectively sell company products and services by using established company sales techniques.
- Re-evaluate scope and specification changes of projects when necessary and update company database accordingly.
- Work closely with Key Account Managers, outside sales reps and CRM Manager.
- Maintain working operational knowledge of Syteline ERP System as it applies to quotes, item master files, previous costing, and information analysis as required.
- Recommend and assists with catalog and price sheet updates.
- Communicate as needed with internal department and / or customers on resolution path.
- Maintain database of customers for follow up (daily).
- Perform other related duties as assigned.

THE PERSON

Pearl seeks a resourceful, dynamic and proactive individual for this role. The successful candidate will be an individual with customer service experience who has a proven ability to work well throughout the organization and interacts well with customers and internal departments.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representational of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Detail oriented, self-motivated, and possess excellent organizational skills.
- Must be able to work in an often times fast-paced atmosphere under pressure.

- Able to manage multiple changing priorities while meeting deadlines.
- Strong verbal and written communication skills: ability to interface with personnel at all levels throughout the business.
- Good interpersonal, people skills.
- Proficient in the use of computers, internet software, Microsoft Office and knowledge of databases.
- Must be able to read, write and speak English.
- Customer service and technical experience is essential prefer inside sales/marketing experience and mechanical background desired.

EDUCATION

Degree in engineering, manufacturing, business or communication preferred, or relevant academic degree of equivalence in sales, customer service and technical expertise. Needs 5+ years of inside sales or marketing experience. Mechanical or manufacturing background desired.

Foreign languages a plus.

BENEFITS

Pearl Technologies, Inc. is committed to its employees and families. Comprehensive benefits package includes: Medical/Prescription Drug Coverage, Dental Benefit, 401(k) with Employer Contribution, Paid Time Off, Tuition Reimbursement, Employee Discounts, Flexible Spending Account, and Paid Holidays. Salary is competitive and commensurate with education and experience. EOE Employer.

If you are ready to contribute to the ongoing success of a dynamic organization, please forward your resume and a cover letter to: hr@pearltechinc.com.