



<b>Job Title</b>	Applications Specialist I
<b>Department</b>	Inside Sales
<b>Reports To</b>	Inside Sales Manager
<b>Overview</b>	As the point of contact, this position provides in-depth product and application knowledge and sales support to Eastern Controls.
<b>Core Hours</b>	Monday through Friday 8:00 AM to 5:00 PM

<b>Responsibilities:</b>
Provide technical application and product support advise internally and externally, including pricing and delivery information to customers.
Formulate and implement proposals for a myriad of short term and long term projects.
Evaluate incoming orders for proper product selection and application and provide highly skilled technical advice.
Support Outside Sales partner(s) with lead qualification/follow-up, bid specifications and Project bid specifications analysis.
Field visits as required to Principal locations and customers' sites in support of providing technical advice.
Identify the proper technology for the application.
Establish and maintain liaison as required with customers, committees and other related parties for purposes of implementation of projects and to assure customer knowledge and satisfaction.
Identify and develop sales opportunities.
Formulate and implement action plans using necessary resources to troubleshoot the myriad of problems associated with complex systems.
Analyze and calculate system capacity and requirements.
Consult with outside sales personnel, order entry specialists to identify missing or delayed orders and then develop plan to expedite; calculate and provide delivery dates and tracking information for customers.
Select a package of products that go together to complete a system; providing counsel to customers on what family of products work best.
Provide customers with technical expertise on various aspects of products and system, including flow metering, and fluid dynamics for example.
Auto-CAD as needed.
Travel as required.
Other duties as assigned.

**Knowledge/Skill/Training Required:**

1-3 years' prior experience.
Mechanically and/or technically adept.
Technical education and/or instrumentation and control application experience preferred.
Computer skills in MS office suite required, skills in AutoCAD a plus.
Proficient in an CRM system such as Tour de Force or Sales Force strongly preferred.
Knowledge of temperature and pressure control, flow of fluids, and/or good working knowledge of process plants are a plus.
Customer-facing personality and drive are required; assertive/aggressive/driven.
Strong skills in product demonstration are desired.
Ability to analyze and interpret documents and bid specifications. (read P&ID (piping and instrumentation diagrams))

**Top 4 Characteristics or Attributes Essential to the Job:**

Critical thinking and Problem-Solving skills	Technical/mechanical knowledge
Self-starter – ability to act independently in performing job duties.	Excellent communications skills; both verbal and written

**Educational/Professional Certification:**

Bachelor's degree in a technical field (Mechanical, Chemical, Electrical Engineering for example) or equivalent experience preferred.	No certification required
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**Physical Demands/ Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individuals may need to sit or stand as needed. May require walking primarily on a level surface for periodic periods throughout the day. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the workday. Proper lifting techniques required. May include the ability to lift up to 25 pounds for files, computer printouts on occasion. The performance of this position may occasionally require exposure to the manufacturing areas where under certain circumstances require the use of personal protective equipment such as safety glasses with side shields and mandatory hearing protection. Primary environment: ambient room temperatures, lighting and traditional office equipment as found in a typical office setting.