

COMPANY: Zonatherm Products, Inc.
POSITION TITLE: Channel Applications Engineer
LABOR CATEGORY: Exempt
REPORTS TO: Vice President of Sales
APPROVED BY: Chief Operating Officer
DATE: 06/08/2022

JOB SUMMARY

The Channel Applications Engineer contributes to the overall sales performance for Zonatherm by leveraging customer relationships to deliver measurable increases in our market presence. They specialize in positioning the Channel product line through local, electrical, and mechanical engineering firms to create product awareness and capabilities resulting in potential sales leads.

ESSENTIAL RESPONSIBILITIES

- Creates sales opportunities through assigned accounts to assist with the application and specification of our manufacturers' products, with the goal of increasing jobs where these products are the foundation.
- Functions as the customers' trusted advisor and resource for technical expertise and product application solutions by effectively communicating Channel product line's offerings, features, and benefits to promote the Company's advantages.
- Provides dedicated support to answer or coordinate responses for all requests from assigned customers.
- Coordinates selling campaigns, qualifies leads, and coordinates customer introductions. Works in partnership with other sales employees to increase overall sales revenue.
- Provides information on product availability, pricing, competitive or legacy portfolio cross-referencing suggestions. Generates, updates and tracks Customer Relationship Management system (CRM) opportunities, whether originated or assigned while maintaining accurate logs of all sales activity/progress.
- Maintains product and technical knowledge by performing ongoing company and represented manufacturer training.
- Performs monthly "lunch and learn" sessions with other engineers to discuss the application and proper use of our manufacturers' products.
- Assists the sales team with technical support on large/complex Channel projects.
- Communicates effectively with our manufacturers, customers, vendors, sales, engineering, accounting, service, and distribution center teams.
- Attends monthly sales and industry-related social and networking events to educate and promote products and services.
- Redirects calls as appropriate to other departments such as technical support, service, or other sales departments.

SECONDARY RESPONSIBILITIES

- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures or any official Company documents.
- Other duties, as assigned.

ESSENTIAL QUALIFICATIONS AND REQUIREMENTS

- **Education and/or Experience:** Bachelor of Science (BS) in Engineering required, or a minimum of four (4) years of technical experience with electrical system sales; or a combination of equivalent education and experience.
- **Technical Skills:** Ability to comprehend and design various construction documents and specifications, and familiarity with equipment submittals and shop drawings, meeting engineering standards, applicable codes, customer specifications, all within cost constraints. Must have full understanding of electrical concepts and theory, and ability to conceptualize engineering designs. Must have technical aptitude in order to develop expertise around our represented product portfolio.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability:** Demonstrates problem solving ability by using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Communication Skills:** Collaborative communication skills and the ability to convey information effectively through excellent written and verbal communication. Ability to listen effectively to understand the needs of internal and external customers. Ability to talk with customers, coworkers, and vendors, and appropriately adjust technical content to meet different audience knowledge.

- **Computer Skills:** Strong proficiency in Microsoft Office (Excel, Outlook, Word). Minimum typing speed of 45 words per minute.
- **Supervisory Responsibilities:** This position has no supervisory responsibilities.
- **Driving/Travel Responsibilities:** This position requires regular travel within the Chicagoland area to customer offices during regular business hours. Occasional training is held at various locations including out-of-state manufacturer locations. A valid driver's license and proof of automobile insurance are required.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, stand walk; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Ability to visit and move around work sites.
- **Work Environment and Expected Hours of Work:** While performing the duties of this job, the full-time employee will most often be working in a professional office environment, Monday-Friday from 8:00 AM – 5:00 PM, with one (1) unpaid hour for lunch. Occasional evening and weekend work may be required as job duties demand. This job generally operates in a clerical, office setting This role routinely uses standard office equipment such as computers, phones, and photocopiers.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.

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