

JOB DESCRIPTION

Application Engineer/Tech and Sales Support

JOB TYPE	full-time (salary with bonus opportunities)
JOB LEVEL	experienced technical support staff
CATEGORY	technical sales support, customer service
TRAVEL	frequent, up to 70%

SUMMARY

Candidates must have hands-on wind industry experience with a wind turbine manufacturer, sub-supplier, or wind farm. Experienced wind turbine technicians who have a strong desire to work with customers as a front line problem solver are encouraged to apply.

The applications engineer/tech sales support candidate will work cooperatively with outside sales, the product engineering team, and directly with customers to provide technical product support and uncover opportunities for new products, all while increasing customer satisfaction.

Positions are located in California and Texas.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Utilize wind industry experience to understand customer needs.
- Understand and communicate technical information verbally by telephone, by email, or in person.
- Support new and repeat sales by providing product and technical information in a timely manner.
- Determine customer requirements and expectations in order to recommend specific products and solutions.
- Educate customers about terminology, features and benefits of products in order to improve product related sales and customer satisfaction.
- Proactively recommend items needed by customers to increase customer satisfaction and improve transaction profitability.
- Recommend alternate products based on cost, availability or specifications.
- Present price, credit and terms in accordance with standard procedures and customers' profitability profiles.
- Contact customers following sales to ensure ongoing customer satisfaction and resolve any complaint.
- Fill requests for catalogs, information or samples.
- Remain current on consumer preferences, changes in local codes and product developments by attending sales meetings, vendor training and trade shows, or reading trade journals.
- Monitor scheduled shipment dates to ensure timely delivery and expedite as needed.
- Identify trends in customer satisfaction or dissatisfaction.
- Manage time effectively, meet personal goals and work effectively with other members of the sales and engineering team.
- Communicate to the purchasing department unexpected increases or decreases in demand for products.
- Assist in scheduled physical inventory counts.
- Maintain proficiency in using personal computer, data entry terminal and other common office equipment and software.

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MINIMUM JOB REQUIREMENTS

- 2-5+ years of hands-on wind industry experience with a turbine manufacturer, sub-supplier, or wind farm.
- Working knowledge of maintenance procedures, troubleshooting and operations of megawatt class wind turbines.
- Associates Degree, Bachelor's Degree, or equivalent experience in wind industry, preferably as a turbine technician.
- Strong desire to work directly with customers providing technical advice in a sales support role.
- Proficient in Microsoft Office programs including Excel, Word and PowerPoint.
- Exhibit experience in the handling of customer service and complaints.
- Excellent writing, math and communication skills.

CERTIFICATES, LICENSES, REGISTRATIONS

None required for this position, but any relevant training or certifications will be taken into consideration for hiring purposes.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment characteristics 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.

AVAILON INC. IS AN EQUAL OPPORTUNITY EMPLOYER

Availon Inc. is a part of the Availon GmbH family. Globally, Availon has more than 170 employees, with business units in the USA, Germany, the Netherlands, Spain, and Italy. Currently Availon operates throughout North America and Europe, but is expanding into other regions as well. The Availon global portfolio includes spare parts supply and management, end of warranty inspections, individual turbine optimization, turbine upgrades, field services, remote monitoring, and operations and maintenance (O&M).

Availon is the first independent wind turbine service provider to be both ISO 9001 certified and fully certified by Germanischer Lloyd in staff training, troubleshooting and repair processes. By introducing new processes and developing innovative service strategies, the company has managed to consistently increase the availability of its maintained turbines.