



Application Specialist - NL

JOB FAMILY:

ADVISOR: General Manager of Reell NL

PRIMARY CHARACTERISTICS:

- Values: Ensure that personal conduct is consistent with Servant Leadership. Supports and models the company's principles that are identified in the Declaration of Belief and Direction Statement, in all areas of conduct and business.
- Customer Focus: Effectively communicates with customers to define their application needs and Reell product requirements. Work with Reell sales personnel, Reell sales representatives and Reell channel partners to define competitive standard and custom product solutions and customer account development plans. Create and execute sales representative and channel partner training.
- Team Work: Synergistic approach to work. Works collaboratively with other team members throughout the company to achieve broader corporate goals. Contributes ideas, vision, energy and passion for Reell products and technology.
- Professionalism: Always leads by example and through service internally and externally. Displays professionalism to all Reell constituencies by the actions, attitudes and work style displayed..
- Leadership: Lead by example and service in all aspects of business. Advise and mentor the customer service team in the Netherlands and assure the effective and efficient use of the system and overall processes.

KEY PROCESSES:

- Customer Service Leadership: Provides leadership and is the Advisor of the Netherlands Customer Service team, while keeping in good communications with the Director of Global Customer Service who supports global processes. Creates and implements annual conferences, performance resolutions, status changes and other documents associated to the customer service teams growth and development. Identifies training and development needs and trains and develops the team on continuous improvement opportunities.
- Customer Support:
 - Serves as the technical resource of pre and post sales, driving customer satisfaction by proactively managing and delivering technical information onsite, online and by phone.
 - Listens to customers and determines the best Reell product for their application.
 - Provides quotations to customers for the Reell product and service solutions.
 - Trains new sales personnel on Reell products and services. Available to customers and sales personnel as the "first point" of deeper knowledge. Provides customers and sales personnel with detailed Reell technical documentation.

Providing critical product data is necessary to satisfy the customer's understanding and choice of the right Reell product "fit" in their application.

- Responsible to travel to customers for presentations and sales trainings on an as needed basis; however, sales training is mandatory and will vary based on the hiring of direct or indirect new sales personnel.
- Gathers information and data capturing new applications and capturing the voice of the customer. This data will be captured in the VOC process and will be a source of data for the CRD process. Processes and maintains customer orders in ERP system.
- Sales: Responsible to initiate, setup, and go on sales calls with Reell sales team members, with representatives or on their own. Assists in the development of new customers within existing product lines and increase share of market with present accounts. Aids the development of sales strategies to improve market share in all product lines. Delights our customers; develop and maintain customer relationships.
- Customer Service: Responsible for sales order management and customer account management. Assist customer service team as a backup for their responsibilities, including, processing and maintaining customer orders in the ERP system.
- Forecast: Assists with the collection and processing of data needed for forecast information in ERP system while collaborating with appropriate sales personnel. Publish forecast as required. Performs market/application analysis and other market reports. These reports will help understand emerging applications and implications on Reell.
- Other duties as assigned

COMPETENCY REQUIREMENTS:

- Adaptability
- Analytical Thinking and Problem Solving
- Continuous Learning
- Customer Focus
- Effective Communication & Comprehension
- Facilitating Change
- Industry and Technical Knowledge
- Innovation
- Quality Focus
- Team Player
- Tenacity
- Time and Task Management

SKILLS REQUIREMENTS:

- Basic computer skills including use of Microsoft office applications, e-mail, internet explorer and other software as required
- Hands on problem solving and troubleshooting skills
- Ability to read and interpret mechanical drawings
- Basic knowledge with geometric dimensioning and tolerances
- Demonstrated time and task management skills
- Clear effective written and verbal communications skills
- Strong Interpersonal skills (ability to listen, negotiate, seek outcomes, etc.)

- Project management experience
- Ability to generate proposals and recommendations to management

MINIMUM REQUIREMENTS:

- Advanced education in the area of engineering, technical or business management
- Five years minimum experience in sales or customer support role within a business to business environment
- Potential travel including international

PREFERED REQUIREMENTS:

- Experience with Project Management
- Experience working in an ISO registered facility
- Experience with motion control products

PHYSICAL REQUIREMENTS:

- May be required to lift up to 40 lbs or sit or stand for longer periods of time
- Domestic and international travel of up to 25% (coach class)