



TECHNICAL SALES SUPPORT Cleveland, Ohio

COMPANY DESCRIPTION:

System Seals is a recognized leader in hydraulic seal technology - specializing in the design and manufacture of complete sealing system solutions. We deliver highly customized seals to meet the needs of every client in a wide range of industrial markets, including: steel mills, hydraulic presses, injection molding, mining and more.

RESPONSIBILITIES:

- Display a "can-do" attitude that makes it easy for the customer to do business with System Seals, Inc.
- Answer telephones promptly and professionally
- Prompt and courteous response to customers, both verbally and in writing
- Offer guests, vendors, and customers a welcomed and attentive greeting
- Maintain the VP of Sales calendar and travel plans
- Assist in creating and rolling out marketing plans; understanding customer specific markets and business segments and market service accordingly
- Back-up to the Account Management team
 - Process Purchase Orders
 - Maintain continuous evolution of product knowledge
 - Be able to identify/capable to learn to identify seal profiles and materials
 - Be able to read or learn to read blue prints
 - Check on inventory and raw material availability before establishing delivery dates
 - Provide proposals in a timely manner
 - Cross reference competitor part numbers and profiles
 - Track and complete projects in accordance with customer expectations
 - Demonstrate a willingness and desire to enhance product knowledge and new sales trends
 - Apply an understanding of customer specific markets and business segments and sell and service accordingly
 - Apply an understanding of application data and recommend appropriate profile and material
 - Establishes and maintains customer relationships
- Maintain accurate records
- Work well independently and as part of a team
- Resolve conflicts promptly and professionally and provide timely customer follow-up

REQUIREMENTS:

- Bachelor's degree in communications, marketing, or business preferred
- Excellent communication and customer relationship skills
- Able to multi-task and work in a fast paced environment, while being detail oriented and maintaining accuracy
- Excellent Computer skills including, Microsoft Office, Databases, and Outlook
- Ability to continually learn technical details of sealing solutions; high math aptitude is a plus

PHYSICAL REQUIREMENTS:

Sit [75%], Stand [25%], Lift [up to 25lbs], Walk, Bend, Stoop, Reach, Push, & Pull, as well as Finger/Hand dexterity.