



## **JOB TITLE: Technical Sales (Tier 2)**

DEPARTMENT: Sales  
REPORTS TO: Sales Manager

EXEMPT: No  
STATUS: Full-time

### **JOB SUMMARY:**

Always represent the company in a professional and courteous manner. With revenue generation and market dominance as the primary goal, influence and assist customers using technical and industry knowledge to provide the company products that meets their needs. Position requires moral integrity.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Solid knowledge of internal combustion engines, racing/high performance automotive industry.
- Receive customer calls and provide product specifications, pricing and delivery.
- Write up customer orders on designated Company order forms.
- Provide problem resolution and trouble shooting to customers over the telephone. Take responsibility for and make every effort to resolve problems.
- Write thorough and professional customer correspondence.
- Provide technical support to Customer Service on RMA's.
- Maintain accountability for service and product issues.
- Return messages, e-mails and voice mails in a timely manner.
- Establish and set up new accounts per Sales & Marketing Manager's guidelines.
- Maintain up-to-date understanding of industry trends and technical developments that effect target market.
- Establish and maintain industry contacts that lead to sales.
- Establish long-term, ongoing repeat customers.
- Promote new, innovative products to existing customers.
- Provide feedback to Marketing and Product Manager to identify future customer needs.
- Determine and communicate customer satisfaction.
- Communicate openly, honestly and constructively using TQ (total quality) practices.
- Other duties may be assigned.

**MINIMUM QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

**EDUCATION:** Associate's degree (A. A.) or equivalent from two-year college or technical school; or equivalent combination of education and experience. A degree in business or marketing is highly desirable.

**EXPERIENCE:** Six months to one year related experience and/or training. Solid sales skills ARE mandatory

**MATHEMATICAL** Must be proficient in mathematical formulas associated with pistons; such as



**ABILITIES:** compression ratio. Ability to perform very basic math skills including adding, subtracting, multiplying, and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations with units such as inch, foot, and yard; ounce and pound (and convert to their metric equivalents). Must be able to analyze and solve problems in a logical manner with a high degree of problem summarization for reporting purposes.

**COMMUNICATION SKILLS:** Excellent communication skills (both verbal and written). Must be able to communicate with both management and non-management associates.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as industry reports. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers/clients and/or vendors.

**REASONING ABILITY:** Ability to apply common sense to carry out instructions furnished in written, verbal or diagram form. Ability to deal with problems involving several limited variables in standardized situations..

**OTHER SKILLS and ABILITIES:** Solid understanding in the use of measuring equipment such as burettes, calipers, micrometers, and height gauges

**PHYSICAL DEMANDS:** 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.

- While performing the duties of this job, the employee is regularly required to stand, walk and talk or hear.
- The employee frequently is required to use arms, hands and fingers to handle or feel objects such as product, tools, measuring instruments, computer keyboard, calculator, controls, job order and writing instruments; as well as taste or smell.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 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.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the employee is occasionally exposed to fumes or airborne particles.
- The noise level in the work environment is moderately loud.
- The work environment is in a climate controlled office setting.

#### **TO APPLY:**

Please send resumes to [jobs@jepistons.com](mailto:jobs@jepistons.com) OR apply in person at our address below:  
**15312 Connector Lane Huntington Beach, CA. 92649; ATTN: HR Recruitment**