

# Campbell Scientific Limited

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**JOB DESCRIPTION: TECHNICAL SALES**

**Reporting to: TECHNICAL SALES TEAM LEADER**

## **Job Role**

The main role of Technical Sales is to be the primary interface between the company and the customer, or potential customer.

## **Main Responsibilities**

*Note – the following sections use the word “customer” and should be taken to include all channels through which we expose our territory to CSL products and services. This would include; End Users, OEMs, Resellers, Agents and Systems Integrators.*

- Respond to customer enquiries as promptly, efficiently and effectively as possible.
- Be responsible for managing the customer interface in connection with all of the Company’s products and services, including enquiries, quotations, sales, returns, loans and sales visits.
- Advise and assist customers in selecting and using the Company’s products and services, to solve their applications requirements.
- Provide technical and manufacturing information to Production, where necessary for the completion of orders, including non-standard products and services.
- Promote and demonstrate the Company’s products and services at exhibitions or to customers where appropriate.
- Undertake travel away on Company business when required, including overnight stops in the UK and overseas.
- Represent the Company in a friendly, helpful and professional way at all times.
- Make proper and cost-effective use of the Company’s equipment and resources.
- Manage and take responsibility for other specific areas of marketing, Company products or services as required by the Company.
- Maintain an excellent working knowledge of the Company’s products and services.
- Identify and develop strong long-term relationships with group company providers, customers and researchers at the forefront of our markets, to ensure that CSL are strongly positioned and seen by our markets as a leading brand
- Maintain and develop strong long-term relationships with existing customers so that we continue to sell existing and new services to them
- Develop strong long-term relationships with the new customers so that we can sell a range of services to them.
- When required, perform any other reasonable duties for the benefit of the company consistent with the role of application engineer.

## Person Spec:

### Essential Skills & Competencies

- Good English language skills. Able to write and converse in English to native speaker level.
- Excellent interpersonal skills and high levels of social confidence.
- Well organised and able to prioritise work under own initiative within guidelines/frameworks.
- Experience in working in sales/account management.
- Commercial awareness and excellent customer service skills.
- Have a positive, “can do” attitude.
- Hold a full, clean driving licence
- Hold an EU passport and have the right to work in the UK

### Desirable Skills & Competencies

- Experience in working in sales/account management for a technology company
- A relevant Science/Engineering/Mathematics based qualification to HND or above
- At least 1 other European language
- Proficiency in 1 (or more) other European language(s)