



## Sales Engineer

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|--------------------|-------------------|------------------------------|--------------|
| <b>Date:</b>       | May 25, 2017      | <b>Job Family:</b>           | Professional |
| <b>Department:</b> | Sales & Marketing | <b>Job Group:</b>            | Office       |
| <b>Reports to:</b> | Manager of Sales  | <b>OT Status:</b>            | Exempt       |
| <b>Location:</b>   | Monticello, MN    | <b>Relocation Available:</b> | No           |
| <b>Openings:</b>   | Day Shift         |                              |              |

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### Job Summary

The Sales Engineer is primarily responsible for providing effective account management for key customers by utilizing in-depth knowledge of organizational capabilities. The Sales Engineer is also responsible for developing new and existing customer relationships, understanding customer requirements and recommending optimal solutions. The Sales Engineer serves as the primary customer contact from initial RFQ through post-delivery follow-up.

### Essential Functions

*The primary duties and responsibilities of the Sales Engineer consist of but are not limited to:*

- Develops new and existing customer relationships and represents UMC as brand ambassador at customer meetings, trade association meetings and industry-related events (travel may be up to 20% of the time)
- Intakes customer program/product requirements, asks pertinent questions and communicates information cross-functionally
- Provide customer solutions and recommendations to improve speed to market, cost and quality of products
- Works with customer to obtain and understand product forecasting
- Identifies, plans and communicates product milestones and action plans; participates in or leads cross-functional meetings to ensure on-time and in-scope deliverables; executes project management support as needed
- Detects issues and identifies root cause analysis; works independently or with others to finalize resolution and complete CAPA's
- Leads and facilitates on-boarding process for new customers
- Provides pertinent customer communications and escalation issues to manager (supplier scorecards, customer conference calls or emails, etc.)
- Assists other departments with development of processes, policies and projects
- Additional duties may be assigned at the discretion of the Director of Sales & Marketing

### Qualifications

- 2-5 years of experience working in engineering, sales or customer service in technical environment preferred
- Bachelor of Science in Engineering, Business Management or related field preferred
- Previous contract manufacturing or machining exposure preferred
- Understanding of medical device or aerospace industry a plus

### Accountabilities

- Meets revenue and customer satisfaction objectives
- Professionally represents UMC across industry and customer base

### Competencies

- Excellent communication skills (oral and written)
- Ability to read blueprints
- Design for Manufacturability expertise
- Cross-functional communication
- Problem-solving skills
- Time management
- Conflict management
- Ability to work on multiple projects while maintaining a high level of accuracy

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