



Engineering Support

Reporting to: Sales Manager

Job Brief

We are looking for a person who will play a key role in supporting our Sales, Service and Engineering Teams to achieve our targets and boost revenue and profitability for Hyspecs. You will have the ability to handle multiple enquiries per day alongside the technical and design tasks that are generated in the branch.

Responsibilities

- Promote and sell the products and services that are offered by Hyspecs to customers.
- Assist with day to day enquiries and orders coming in to the branch which may be by phone, at the counter or via other team members.
- Assist other team members and management with completing quotes and tenders as appropriate.
- Depending on ability, produce designs and quotes for sales and management staff as required using the appropriate software.
- Ensure documentation is completed accurately per company procedure and in a timely manner
- Assist with projects as and when required by technical staff and management
- When required, assist with resolution of customer issues as they arise
- Assist with generating and implementing ideas and strategies that positively affect the growth of the branch
- Take part in training to improve your knowledge of product and hydraulic systems as well as internal procedures
- Be prepared to assist with other duties when other team members are absent
- Assist senior management as required

Job Requirements

- Good selling skills
- Excellent communication skills, both written and verbal
- Excellent time management
- Good organizational skills, prioritization of tasks
- A good technical understanding of hydraulic product and its application
- A good understanding of hydraulic systems and their use
- Follow company procedures
- Perform your responsibilities with professionalism and integrity

Personal Attributes

- Good interpersonal skills including empathy and respect
- Trustworthy
- A good listening ability
- The discipline to always follow up
- The ability to work well within a team and independently
- Have a helpful nature
- Be willing and open to new ways of doing things
- The ability to know when to seek help