



Position: Application Engineer
Location: Auburn Hills MI
Job Category: Technical Sales Support
Status: Full Time Employee

Position Summary

This inside position of Application Engineer is instrumental in providing commercial and industrial HVAC technical sales support to owners, contractors and consultants who are responsible for new construction and renovation of buildings.

Responsibilities

Technical Support (60%)

- Expertly applies technical knowledge to provide solutions in the design of new construction and renovation of existing buildings
- Efficiently manages multiple, ongoing projects simultaneously in support of sales engineers and managers with new and existing accounts
- Confidently creates competitive, high quality and timely estimates, bids, proposals and cost/benefit analysis
- Effectively writes, represents and communicates bids
- Accurately generates quotes within assigned territory
- Carefully manages checkpoints in the sales process
- Capably utilizes sales tools to manage the high activity within the sales pipeline focusing on bid documents, bid date, and close of sale date
- Regularly keeps management informed of progress and account status
- Appropriately solicits support from upper management, when needed, to keep the sales process moving

Sales (25%)

- Proactively promotes the ThermalNetics value proposition
- Actively listens and probes to uncover and clarify customer concerns and needs
- Expertly introduces new and existing accounts to new products
- Competitively positions ThermalNetics and refers leads to other business segments
- Explicitly differentiates ThermalNetics services and products based on business benefit

Relationship Management (15%)

- Thoroughly understands each customers' business and speaks their language
- Excellently demonstrates technical expertise with customers to develop credibility, loyalty, trust and commitment
- Clearly communicates with and solicits support from internal staff
- Successfully fosters relationships to ensure customer satisfaction

Core Competencies

- **Innovative** – Apply extensive knowledge and experience in developing the best, industry leading solutions for customers with a priority placed on health and human comfort and investment optimization.



THERMALNETICS

Innovative HVAC Solutions

- **Responsive** – Put customers and coworkers first by responding efficiently and professionally in all communication to ensure excellent service and satisfaction in our internal and external interactions.
- **Keep Promises** – Act with integrity and do what you say you will do.
- **Do the Right Thing** – Behave professionally and ethically to maintain our loyal client base and achieve business success.

Position-specific Competencies

- **Excellence** – Builds the ThermalNetics brand through the high quality of their work; delivering first-rate solutions to every client, every time
- **Action-Oriented** – Gathers and analyzes information to quickly provide solutions and achieve results for customers.
- **Detail-Focused** – Meticulously ensures all details for each project are accounted for, correctly generates project documents and monitors processes throughout every project.
- **Agile** – Comfortably works in a fast-paced environment with multiple priorities and can shift focus or reprioritize as customer needs dictate.
- **Analytical** – Accurately synthesizes all relevant information into innovative solutions with a competitive edge.

Critical Functional Skills and Knowledge

- Technical expertise in HVAC equipment and systems
- Astute in problem solving
- Excellent communication skills
- Proficiency in Microsoft Office applications
- Competence with AutoCAD software

Working Conditions

- Office environment
 - Telephone
 - Computer
- Trade Show opportunities

This job description in no way states or implies that these are the only activities to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor.