



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 assist in providing solutions in the design of new construction and renovation of existing buildings
- Actively manages 20+ ongoing projects simultaneously in support of Sales Engineers and managers with new and existing accounts
- Demonstrates technical knowledge by reviewing building specification to create accurate equipment proposals.
- Confidently creates competitive, high quality and timely estimates, bids, proposals
- Reaches project milestones as they relate to the sales process
- Capably utilizes sales tools to select equipment that meets project requirements and specifications
- Appropriately solicits support from upper management, when needed, to keep the sales process moving
- Manage job card (Financial report), accurately input project financials, and work with accounting to closeout project
- Work with service department to ensure equipment operates as designed, provide documentation required for technicians to successfully start-up equipment

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

Our ideal Application Engineer would carry out their responsibilities while displaying the following key behavioral competencies:

- Builds the brand through the quality of their work, delivering excellence to every client, every time
- Proactively gathers information to quickly provide solutions and value to customers
- Accurately generates documents and monitors processes
- Comfortably executes tasks, manages 20+ projects simultaneously and can easily reprioritize when necessary
- Accurately synthesizes information into effective solutions with a competitive advantage
- Builds partnerships through applied technical knowledge, positive communication, and follow through on commitments

To be successful in this role you will need to have the requisite knowledge, skills, and experience:

- BS in Engineering Preferred (Mechanical or Industrial)
- Technical expertise in HVAC equipment and systems
- 3+ Years HVAC related experience
- Excellent communication skills
- Proficiency in Microsoft Office applications
- Ability to work in a fast-paced environment

COMPANY OVERVIEW

ThermalNetics, LLC is a growth company that was founded in 1972. Our corporate focus is “creating more comfortable and healthy indoor environments by providing innovative HVAC solutions”. In striving to provide the most economical owning experience for the end-user, we provide equipment, parts, and services to ensure the air we breathe in our schools, hospitals, commercial buildings, etc. is something that will allow us all to live happier, healthier, and safer lives. We also do all we can to give people the chance to grow. Our employees enjoy working at a place that offers a small company environment with big company objectives. You’ll be challenged to innovate, encouraged to apply your knowledge, and be well-rewarded for results.

CONTACT INFORMATION

ThermalNetics, LLC
3955 Pinnacle Court
Auburn Hills, MI 48326
careers@thermalnetics.com
www.thermalnetics.com/careers