

Turbotec Application Engineer – Job Description

Reports To: Director of Engineering

Salary Range: ????

SUMMARY

The Application Engineer is the primary contact with the customer dealing with technical and engineering issues. He will be responsible for communicating to customers the proper sizing and application of Turbotec's products in order to meet the customers' requirements. Additionally he will be the initial contact with the customer to help resolve product failure and warranty issues.

PRIMARY RESPONSIBILITIES –

- Support customers in the proper application and sizing of Turbotec Products
- Assist marketing in the accurate creation of catalogues, service material and other technical customer collateral material
- Assist customers in resolving product problems
- Assist customers and management in the resolution of warranty and field service issues

Turbotec Application Engineer – Candidate Profile

BACKGROUND: The successful candidate will have a BSME degree or equivalent in work experience. He or she will have a good knowledge of vapor compression refrigeration and a minimum of 2+ years working in the air-conditioning and/or refrigeration industry either in sales, customer service, field service, or application engineering. Knowledge of Heat Transfer is strongly desired.

STRENGTHS AND SKILLS:

1. The individual should have excellent communication skills. This will require the ability to write and speak English clearly and concisely on both general and technical issues.
2. The individual must be extroverted and enjoy working on the telephone with customers.
3. The individual must be goal oriented and efficient in the use of his or her time.
4. The individual must be able to maintain an objective and friendly demeanor in difficult and confrontational situations.
5. The individual should have familiarity with both Microsoft Word and Excel.
6. The individual must be able to maintain a cooperative attitude with his peers.
7. The individual must have the personal attributes of honesty, dependability, and decency.