



JOB DESCRIPTION

Job Title:	Applications Engineer		
Department:	588 - Engineering	Reports to:	Technical Director
Status	Exempt/Salary	Revision Date:	October 1, 2022

SUMMARY: Residing in the greater Michigan area, the Applications Engineer is responsible for actively driving and managing the technical evaluation stage of the sales process. This person will be heavily focused on the emerging Battery Electric Vehicle market and at the forefront of all derivative markets and technologies as they develop. They will work with the sales team to provide technical advice on the sales of products. It is the Applications Engineer's responsibility to explain the technical and functional aspects of a product or service to users. They will be familiar with all technical aspects and issues of the product or service. To ensure a high level of customer satisfaction, the Applications Engineer will be prepared for any/all technical issues that may come about.

DUTIES AND RESPONSIBILITIES:

- Prepare and deliver technical presentations explaining products or services to customers and prospective customers.
- Confer with customers and engineers to assess product needs and to determine system requirements.
- Collaborate with sales teams to understand customer requirements and provide sales support.
- Pursues advanced technology directives and provides corresponding communication/feedback within areas in the automotive community such as: fuel cells, alternative fuels, emissions regulations, cooling systems, advanced elastomeric technology, etc.
- Secure prototype orders and coordinate delivery of samples to customer.
- Plan and modify products to meet customer needs.
- Help clients solve problems with engineered solutions.
- Recommend improved materials or design options to customers, showing how changes will lower costs or increase performance.
- Help in researching and developing new products.
- Attends conventions, conferences, and trade shows as needed; prepares post-event reports and analysis.
- Membership and interaction among the various technical subcommittees within professional organizations as it pertains to related technical subjects such as: Society of Automotive Engineers (SAE), American Chemical Society (ACS), American Society of Mechanical Engineers (ASME), etc.
- Analyzes existing and anticipated client needs and promote company services to meet such requirements.
- Functions as liaison between client companies and operations staff.
- Required to travel 25-50%.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- None

EDUCATION AND EXPERIENCE:

- Bachelor's degree (B.S.) in an engineering discipline.
- Minimum of 3-7 years related experience or equivalent.

QUALIFICATIONS:

- Working knowledge of industry product information (i.e. Rubber, Seals, Lubricants, Braking, Fuel Deliver, Battery Cooling, Automotive, Aerospace.).
- Experience in domestic and international sales.
- Demonstrated ability to make successful presentations to individuals and/or groups at all levels of an organization.
- Excellent written and verbal communication skills.

JOB DESCRIPTION: Customer Service Representative

- Excellent problem resolution and consultative sales skills.
- Creative, flexible, and innovative team player.
- Proven ability to handle multiple projects and meet deadlines.
- Strong interpersonal skills.
- Proficient in Microsoft Office Suite, WebEx, SAP, ERP Systems.

COMPETENCIES:

- **Innovation--**Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Problem Solving**—Displays strong analytical and problem-solving skills; Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Focus--** Collaborates with the design, production, engineering, or research and development departments of the company to determine how products and services could be made or modified to suit the needs of the customer.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continually required to speak or hear
- Continually utilize visual acuity to operate equipment, read technical information and/or use a keyboard.
- Frequently required to sit, stand, walk
- Continually required to utilize hand and finger dexterity
- Occasionally required to bend, stoop, kneel, or lift 25 lbs.

• Annual Testing Requirements			
	Hearing Test		
	Respirator Fit Testing		
	Vision Test		
Vision Requirements			
	Close Vision (clear vision at 20 inches or less)		Ability to adjust focus
	Distance Vision (clear vision at 20 feet or more)		Other: (specify)
	Color Vision (ability to identify & distinguish colors)	X	No special requirements
Type of Personal Protective Equipment Required			
X	Safety Glasses (as needed)		Protective Clothing
X	Hearing Protection (as needed)		Safety Shoes
	Respirators		Other (please specify)

Physical Demands	Amount of Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Standing		X		
Walking		X		
Sitting				X
Use hands to handle or touch				X
Use fingers to pinch or grasp				X
Reach above shoulders		X		
Climb or balance	X			
Stoop, kneel, crouch or crawl	X			

JOB DESCRIPTION: Customer Service Representative

Talk or hear				X
Smell or Taste	X			
Use foot/feet to operate machine	X			
Weight of material to lift	Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
More than 75 pounds	X			

Weight of material to push or pull	Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
More than 75 pounds	X			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Repetitive Motion		X		
Tools or Equipment Used	Time Spent			
(e.g. forklift or computer, etc.)	None	Up to 1/3	1/3 to 2/3	2/3 to all
Computer				X
Phone			X	

Travel Required	% of Time
Domestic	25-50%
International	<10%

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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