

FLUID COMPONENTS INTERNATIONAL, LLC.
Inside Sales 1 International

Overview:

Working under close supervision of the Supervisor of Inside Sales, this position is responsible to provide inside sales and technical support to customers and sales representatives and to provide inside support to the regional managers' outside sales objectives.

Essential Job Functions:

- Interpret field user requirements to provide FCI product solutions in support of proposal and engineering inquiries.
- Communicate directly with customers and field sales personnel regarding technical or commercial issues using software tools, electronic libraries and specifications to support evaluation of standard product requirements.
- Provide after sales support such as order revision, order status and coordinating after delivery issues with Customer Service personnel.
- Participate in the evaluation and response to incoming inquiries regarding unique or atypical product applications or uncommon commercial interpretations that exceed the specialized training of field sales personnel.
- Participate in conference with various internal departments such as Planning, Manufacturing, Service, Engineering, Accounting and Legal to confirm the feasibility and interest of the company to meet special design, performance or commercial requirements and secure the resource schedule needed to support such work.
- Participate, under the guidance of the Inside Sales Supervisor, to instruct order entry staff on how to enter unique products and document non-standard customer requirements.
- Participate in continual education opportunities to stay abreast of industry applications and product developments
- Learn and adhere to company policies, sales department procedures and align with Regional Manager's goals and procedures for developing business and resolving issues within an assigned territory.
- Ensure company's positive standing and perception by customers and field representatives.

Minimum Requirements:

- Bachelor's degree in Electrical or Mechanical Engineering
- 0-2 years inside sales experience.
- Demonstrate knowledge of administrative procedures and systems and must have working knowledge of Microsoft Office software (Word, Excel)
- Ability to learn the company's enterprise system.
- Knowledge of Process Control Industry a plus

Skills/Abilities Required:

This position requires extensive sitting, working at a computer, and talking on a phone. Some time may be spent walking up and down stairs, standing, and lifting a maximum of 25 lbs.

Safety

- Follow safe work practices, participate in safety training as required, and report any unsafe condition or accident.

Quality

- Understand and support the quality policy and the appropriate elements of the quality management system for their areas of work.
- Dedicate efforts to the reduction, elimination, and prevention of quality deficiencies.
- Initiate action to prevent the occurrence of nonconformities related to product, process, and quality system.

Communication

- Communicate effectively in English, both verbally and in writing.
- Maintain effective and constructive working relationships with others both internally and externally.
- Prepare effective reports and presentation of departmental information.

These duties may be modified or changed at any time at the sole discretion of management either orally or in writing. The above statements are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

We offer competitive salary and benefit programs* including:

- Cafeteria Plan for
 - Medical, dental, and vision insurance
 - Various life insurance programs
 - Disability programs
- Pre-tax flexible spending accounts for health care and dependent care
- 401(k) Retirement Saving Plan with Company match
- Company-wide bonus program
- Tuition assistance
- Paid holidays

* Participation in our programs is determined based on the requirements as set forth in our plan documents.

Monday through Friday hours TBD. We are located in the La Costa Meadows Business Park in San Marcos, CA conveniently located close to a full fitness gym, day care facility and deli. Our employees also enjoy a private 15-acre nature park attached to our facility.

FCI pioneered the development and application of thermal dispersion flow and level sensing technology. The Company is the world-recognized leading manufacturer for solving flow and level measurement applications for industrial process and plant applications using patented thermal dispersion flow measurement technology. The Company began in 1964 and is the world leader in thermal mass flow meter technology.

From off-the-shelf product solutions to custom engineered products and systems, FCI provides world leading experience and a record of unequalled innovation to meet or exceed our customer application demands. Complimenting FCI product leadership is a world class Flow and Level Calibration Facility in

which all calibrations are performed in liquids or gases utilizing only N.I.S.T. traceable equipment and instrumentation.

FCl is an equal opportunity employer with a commitment to affirmative action for minorities, women, persons with disabilities and veterans. FCl is an active participant of the DHS and SSA E-Verify program.