

Join the world leader in thermal mass flow meter technology. FCI began in 1964 by pioneering 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.

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.

Currently, we are seeking an Inside Sales Rep 1 Industrial for our Sales team.

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.

The following are specific duties and responsibilities of this position:

Essential Job Functions (primary duties and outputs of position):

- 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.

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

Communication

- Communicate effectively and professionally 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.

Education/Work Experience 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

Physical/Travel Requirements:

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.

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.

FCI is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law. If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative.

FCI is an ITAR required employer and active participant of the DHS and SSA E-Verify program. Contract requirements for ITAR identify US citizen or permanent resident alien in the absence of ECCN.