



**Sales Support Engineer  
Global Manufacturer  
Alexandria Location  
FT Perm Position**

**The Company**

NID is a mid-sized Sydney based multinational with a 60-year history of providing starch-moulding machinery to the confectionery industry. It is estimated that over 600 machines have been supplied to 59 countries around the globe. Known for innovation, NID has surpassed its competitors in supplying machines into their local markets as well as penetrating markets of the USA. NID was awarded the Australian government's Export Award several times for exporting technologies that had previously only been imported into Australia.

**Position Summary**

This position is to provide excellent customer service by providing accurate and timely advice and quotations to customers regarding potential orders, order status and prioritise, plan and deliver the companies goals to build the NID brand. The position will report and support the Sales & Marketing manager.

**Key Responsibilities:**

- Assist customers and global agents by answering product and service questions; suggesting information about other products and services.
- Create machine and service quotes and following up on them.
- Communicate regularly with customers and agents to inform of the status of inquiries and orders.
- Travel to customers, local and abroad, to present sales proposals.
- Use Auto CAD or Solidworks to create sales layouts.
- Open and maintain customer accounts.
- Regular communication (verbal & email) with globally located agents.
- Capture agent monthly/quarterly reports.
- Organize service visits.
- Resolve product or service problems.
- Proactively recommends potential products or services by collecting customer information and analyzing customer needs.
- Organize and attend trade exhibitions that NID attends.
- Updating the website to keep customers and agents informed.

**Your Background:**

- An engineering degree is preferred.
- Some experience with Auto CAD and Solidworks is preferred.
- A background in equipment sales is preferred.
- Previous machine costing ability is preferred but not essential.
- A background in the manufacturing industry is preferred but not essential.
- Wordpress experience is preferred but not essential.

- Working knowledge of Microsoft Dynamics NAV or another ERP system would be favourably considered.

**In order to be considered for this role you will have the following key attributes, skills and strengths:**

- Ability to empathize and understand customer requirements.
- Technical knowledge of automated machines.
- Excellent communication skills – written and verbal.
- Excellent organisational skills.
- Proficient MS office computer skills.
- Excellent written and verbal communication skills.
- Ability to work as part of a team.
- Ability to take projects from start to end.
- You will have extremely high attention to detail, the ability to work under pressure and to strict deadlines, ability to prioritise multiple tasks.
- Must have an Australian passport due to short notice requirement to travel.

Please register your interest in this role by forwarding your resume via email. Please note only applicants shortlisted for this role will be contacted. Your application will be treated with strict confidentiality.