

# SALES SUPPORT ENGINEER

## OVERVIEW

### **Due to continued expansion, Star GB requires an experienced Sales Support Engineer to join our customer support team.**

Reporting to the Operations Manager and working closely with the Applications Manager the role is office-based but will include visiting customers throughout the UK and Eire (occasional nights away may be required).

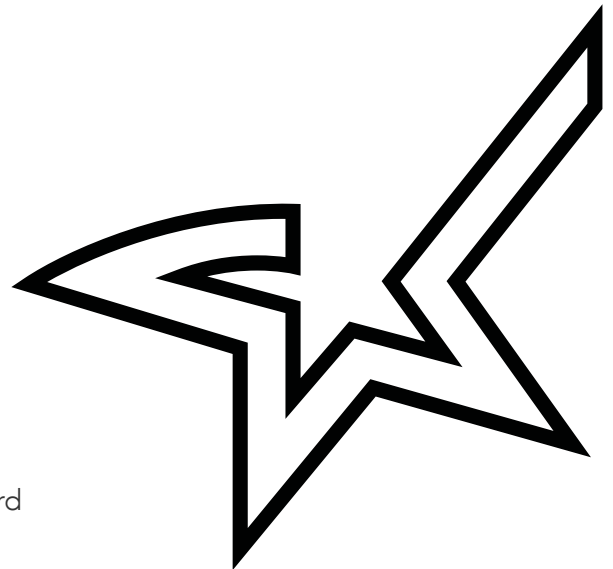
The role will include a variety of tasks to ensure the business maximises the sales opportunities available and ensure that machine sales exceed our customers' expectations. Candidates must be able to interpret engineering drawings and be able to select the right machine, process and tooling to suit the application. Candidates must project a professional manner and be able to communicate with customers of all levels. Candidates must be able to work on their own initiative and schedule their work to meet project deadlines. Effective communication and IT skills are essential.

Experience with Fanuc control systems and working on multi-axis CNC lathes is essential, however sliding head experience is not essential as extensive product training will be provided.

## RESPONSIBILITIES

### **A Sales Support Engineer's responsibilities include:**

- Technology Centre demonstrations to visiting customers
- Complete detailed cycle time studies
- Support pre-sale cutting trials
- Provide pre-sale engineering support to sales managers
- Provide project timelines to support turnkey business
- Provide post-sale support to new / existing customers
- Support PDI department with expertise and documentation
- Maintain our Technology Centre / Showroom to a high standard



## BENEFITS

### **The successful candidate's remuneration package will include the following:**

- ✦ Competitive basic salary
- ✦ Excellent uncapped bonus scheme
- ✦ Pension
- ✦ Company car
- ✦ Life assurance
- ✦ Private healthcare (can include partner and dependants)
- ✦ Mobile smartphone, laptop and signature pad
- ✦ 25 days holiday + statutory