

## **Application Engineer (Hebeler Process Solutions)**

Full Time Regular

First Shift

Reports to: Director of Sales

### **Job Summary:**

The Application Engineer is responsible for supporting the effective sales growth and placement of the HPS products on the market. This position supports the development of sales opportunities, generates quotations and performs various customer support functions.

Application Engineering provides technical product support within the sales organization in order to deliver customers with products and services that meet or exceed their expectations. Application Engineer provides key technical support within the sales team by engineering product solutions for market's requirements. Application Engineering is involved from the first inquiry to when the product is purchased and installed at the customer's location. Application Engineering maintains market, application and competitive knowledge while reinforcing product development initiatives.

### **Essential Functions:**

- ▶ Maintain professional business relationships with potential and current customers to support sales objectives;
- ▶ Sustain product knowledge to support customer applications;
- ▶ Work with customers to understand their needs and effectively engineer solutions as well as communicate the customers' needs to the organization;
- ▶ Work independently and with the sales team members to respond to RFQ's with engineered solutions and commercial proposals (this includes: product selection and design, cost estimating, pricing and technical support);
- ▶ Support the Sales Representative force with training and technical needs when needed;
- ▶ Assist with troubleshooting during the manufacturing process and when the product is in the field, up to and including visits to customer's sites for support;
- ▶ Assist when needed with scheduled project commissioning and startups including SAT (site acceptance test) at the customer's location;
- ▶ Work with the laboratory to validate process and design as well as possible product improvement ideas;
- ▶ Support the team with product improvement initiatives, providing customer insight and technical product knowledge;
- ▶ Customer and site visits as needed to support above responsibilities;
- ▶ Work in a manner that is consistent with our company values and mission;
- ▶ Able to travel (approximately 10-15%) when needed.

### **Education and Experience:**

- ▶ B.S. Engineering, preferably Chemical;
- ▶ Working knowledge/experience in the following preferred: Vacuum Evaporation, Distillation, Drying Technologies, Heat Transfer or Thermal Systems preferred;
- ▶ Market knowledge/experience in the following preferred: chemical industry, food & beverage industry, pharmaceutical industry;
- ▶ Engineering/design experience in: sanitary processes, evaporators, pasteurizers, chillers, distillation systems, food plant layout, PLC controls logic/operation preferred;
- ▶ Competency in plant equipment: boilers, cooling towers, MCC's, etc. preferred;
- ▶ A strong understanding, or the ability to quickly gain a strong understanding, of Hebeler Process Solutions' products required.
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### **Knowledge, Skills, and Abilities:**

- ▶ Maintain a customer-focused perspective in all activities initiated to ensure that customer needs are successfully met;
- ▶ Develop professional and process expertise to provide improved assistance to internal and external customers;
- ▶ Able to understand and carry out detailed written or oral instructions;

- ▶ Has knowledge of commonly-used concepts, practices, and procedures within the field;
- ▶ Exceptional written and verbal communication skills;
- ▶ Must be able to work as part of a team;
- ▶ Able to manage a number of projects at one time with interruptions;
- ▶ Strong initiative with the ability to work with minimal supervision, Results driven;
- ▶ Focus on Continuous Improvement as a part of daily job requirements;
- ▶ Adhere to Hebelers vision and values at all times;
- ▶ Able to work as part of a multi-disciplinary team.