

# Job Description



**Position Title:** Sales Engineer  
**Reports To:** Director of Sales  
**Position Location:** Remote/Hybrid  
**FLSA Status:** EXEMPT

Can you make the AGC Difference? AGC Heat Transfer, Inc. is looking for a dynamic manufacturing professional who understands the importance of building client relationships while supporting and developing its most important resource – its people!

## Brief Company Description

AGC Heat Transfer, Inc., a wholly owned subsidiary of Alfa Laval, AB, is the leading OEM of sanitary plate heat exchangers in North America, manufacturing plate heat exchangers specifically designed for sanitary applications. AGC offers complete heat exchangers, services as well as upgrades to plate packs, gaskets and spares that fit multiple brands. In addition, AGC offers Field Leak Testing and inspections of plate heat exchangers that meet the 3-A sanitary standard.

AGC Heat Transfer consists of three manufacturing/service facilities (Bristow, VA, Fairview, OR & Pleasant Prairie, WI) with about 110 employees (70 OR / 20 VA / 20 other locations). Currently, most of the sales are in the US & Canada. The business is profitable and has more than doubled sales since Alfa Laval acquired it in 2007. AGC Heat Transfer has a strong engineering culture with a heavy emphasis on customer service and technical/consultative sales.

## Job Description

AGC Sales Engineers serve end users, distributors, and integrators by identifying their needs and providing solutions through plate heat exchanger designs, spare parts and PlateCheck services. Sales Engineers are responsible for troubleshooting and technical support, as well as sales growth within a targeted, planned account base.

## Position Responsibilities

AGC Sales Engineers perform the following duties and other special projects as required:

- Technical heat transfer designs, using internal proprietary software. Previous heat transfer and/or fluid handling experience highly desirable.
- Some basic knowledge of process engineering preferred, but not essential.
- Reviewing technical drawings of heat exchange equipment to verify engineering accuracy.
- Identifies current and future customer service requirements by establishing personal rapport with potential and existing end users (direct), distributors and integrators. Provide product, service, or equipment technical and engineering information by answering questions and requests.



**Eastern Factory**  
10129 Piper Lane  
Bristow, VA 20136  
Ph. 703-257-1660  
Fax. 703-330-7940  
800-825-8820

**Midwest Factory**  
8400 Lakeview Pkwy  
Suite 700  
Pleasant Prairie, WI 53158  
Ph. 847-301-6890  
888-489-8820

**Western Factory**  
3109 SE 230<sup>th</sup> Ave.  
Fairview, OR 97024  
Ph. 503-774-7342  
Fax. 503-774-2550  
800-715-8820

- Establishes new accounts and develops existing accounts by identifying potential end users, distributors and integrators through annual planning and execution throughout the year to achieve year over year sales growth.
- Prepare and deliver technical presentations and training programs explaining products or services to existing and targeted customers, distributors and integrators.
- Prepare proposals and determine pricing from end user, distributor or integrator requirements. Enter proposals into company CRM for sales pipeline management and QTC (quote to close) analysis.
- Gains customer acceptance by explaining or demonstrating designs, features, benefits and impact of AGC products in their operation or project.
- Submits orders accurately into company ERP system and adjust with any updates as the equipment is built.
- Provide monthly reports as required for business execution and management of the business. These would include expense, monthly forecast and QTC.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Participate actively in monthly and annual sales meetings, sharing information and knowledge for all colleagues through presentations or updates to sales and management team.
- Work closely and have collaborative relationships with field service team and factory to process orders to meet customer expectations.

### Key Competencies

- High **Integrity** with a commitment to honesty, trust and transparency.
- Displays **Care** embracing the highest standards to ensure resource efficiency for the well-being of team members and responsibility to the environment.
- **Innovative** and curious promoting diversity of thought while understanding the needs of the customer leveraging cutting-edge technology utilizing state-of-the-art processes.
- Committed to **Excellence** through perseverance, GRIT and a focus on continuous improvement consistently delivering quality equipment, parts and service of unmatched value.
- Execution while focusing on quality, safety and **Teamwork** delivering results motivated by a diverse and inclusive culture based on accountability, customer/employee satisfaction, creative solutions, and constant communication.
- Goal oriented driving to positive results.

### Skills & Qualifications

**Education:** 4-Year Engineering Degree (Preferred) or equivalent work experience

**Experience:** 2+ Years Work Experience and demonstrated ability in the following areas:

Problem Solving	Product Knowledge	Selling to Customer Needs
Microsoft Office & Computer Skills	Presentation Skills	Heat Transfer Knowledge
Verbal & Written Communication	Teamwork	Math / Mechanical Oriented
Technical Understanding of Heat Exchangers and/or Sanitary Process Equipment		

**Travel:** Some travel is required

## **Job Type**

- Full-Time, Exempt (Salaried)

## **Wage**

- \$80,000 - \$90,000 annual salary

## **Benefits**

- Health Insurance with Health Savings Account (if eligible)
- Dental/Vision Insurance
- Life/Disability Insurance
- 401(k) with employer match
- Paid Vacation/Sick Time
- Paid Holidays
- Employee Assistance Program
- Wellness Program

## **EQUAL OPPORTUNITY EMPLOYER**

Submit resumes to Ken McCoy at [kenm@agcheattransfer.com](mailto:kenm@agcheattransfer.com)