

POTTORFF®

Job Title: Application Engineer
Reports to: Inside Sales Manager
Location: Ft. Worth, Texas

General Summary

The Application Engineer serves as a primary interface with the customer for all application, product and customer service troubleshooting questions. The scope of this position involves all products manufactured by Pottorff. This position is based in the Fort Worth corporate office with minimal expectations for travel.

Essential Duties and Responsibilities

1. Take incoming calls from contractors, sales representatives, and engineers concerning product application and troubleshooting inquiries.
2. Provide technical support and product selection assistance to customers for HVAC life safety, air control, and architectural products.
3. Respond to customer inquiries regarding technical questions, product information, custom quotes, and other customer service-related issues in a prompt and courteous manner.
4. Provide support and oversight for assigned orders that are built in Texas and California.

Education/Experience Requirement

1. B.S. in engineering discipline or equivalent. Equal experience in HVAC or air movement application or design may be considered.
2. Demonstrated ability and desire to learn product/product application.
3. Experience in manufacturing environment and customer interface is also plus.

Specific Skills Required

1. Strong oral and written communication skills.
2. Knowledge of word processing and spreadsheet software.
3. Ability to interface effectively with various groups ranging from engineering to marketing, customer service, customers, manufacturing, sales and management.
4. Highly organized, self-motivated and able to multi-task in a fast-paced environment.
5. Proven ability to operate well in a team environment.
6. Ability to handle complaints, arbitrate disputes and resolve customer grievances.
7. Mechanical aptitude.

Physical Demands

Ability to sit for extended periods of time. Occasional light lifting may be necessary.

Work Environment

This Application Engineer will be employed in an office environment working normal business hours, but may also be required to review work in progress in a manufacturing environment.