

## **Inside Technical Sales Engineer**

ALine is a recognized leader in the development of Microfluidics-based products that enable scientists and engineers to develop the next generation of diagnostic products for health, environmental, and food monitoring. We're looking for a scientifically-savvy and sales-driven technical sales engineer to build our product and custom product sales, principally through a web portal. This position is responsible for promoting the value proposition, products, and services of ALine. Apply your scientific or engineering background to ensure customers get the product they need to advance their program, while increasing the sales of our standard products and developing new products to offer on our e-commerce platform. Review incoming customer designs and work to close sales for custom fabricated products. This salary plus commission position has the opportunity to build a business within ALine to drive internet portal sales and streamline the customer experience in purchasing standard and custom microfluidic devices. This position is based in Los Angeles, CA, close to Long Beach, CA.

This position is accountable for:

- Responding in a timely manner to incoming tasks (responding to requests for quotes, order entry, applications assistance, product selection, resolving customer issues)
- Outbound activities (following up on quotes, opportunities, and leads and maintaining account relations)
- providing support to Outside Sales Managers, Manufacturer's Representatives, and Distributors
- promoting all aspects of exceptional Customer Service that we are known for

### **Required Education and Qualifications:**

- minimum of an Associate's degree in a technical field
- demonstrated ability to understand mechanical concepts and to successfully communicate them to customers and sales channel partners
- 2-5 years' experience in sales of technology products to engineers and scientists working in a laboratory
- A positive attitude and professional appearance along with the ability to thrive in a small company environment and build strong relationships with coworkers, customers and partners
- Successfully perform duties with a sense of urgency
- Must be persistent, action-oriented, results-driven and self-motivated
- Strong interpersonal and customer service skills with ability to interact well with all levels of customer functions up to C-level executives.
- Excellent written and verbal communication skills
- Strong organizational skills, ability to set priorities and meet deadlines
- Ability to prioritize and multi-task numerous activities but remain immediately available for incoming calls
- Experience using Customer Relationship Management software (Salesforce is a plus)
- Demonstrated proficiency with Microsoft Office applications (Word, Excel, PowerPoint), WordPress, CAD packages and Solid Modeling software
- Experience with QuickBooks a plus

### **Desired Education and Qualifications:**

- Bachelor's degree in a related technical field with relative sales experience
- Work experience in, and knowledge of, microfluidics products, applications and targeted industries
- Experience working for or with a manufacturer or manufacturer's representative
- Formal sales or customer service training
- Understanding of order management/customer fulfilment in an e-commerce context
- Computer literate and understanding of basic web technologies (Wordpress website built with Visual Composer, using WooCommerce)
- Familiar with data management
- Previous experience of website or e-commerce CMS
- Basic understanding of Google products such as Webmaster Tools & Analytics would be desirable

We offer a competitive total compensation package that includes medical, dental, vision, life insurance, short and long-term disability, vacation and sick time, 15 paid holidays, corporate profit sharing and a 401(k) plan. Come be part of a growing company with an innovative work environment that encourages skilled, highly motivated professionals to put their ideas to work in developing and supporting Microfluidics-based products that enable scientists and engineers to develop the next generation of diagnostic products for health, environmental, and food monitoring.

Please forward your resume with salary requirements to [resume@alineinc.com](mailto:resume@alineinc.com). ALine, Inc. is an Equal Opportunity Employer. Applicants must be currently authorized to work in the US on a full-time basis.