

FORM



Title: Air Radiators Position Description
Document #

POSITION DETAILS	
Position Title:	Technical Sales & Solutions Specialist
Department:	Sales
REPORTING /TEAM DETAILS	
Primary Manager:	General Manager
Secondary Manager or Supervisor (if applicable)	Technical Manager
Direct Report(s)	N/A
Significant Working Relationships: (Detail the critical internal and external relationships other than listed above and direct departments)	<ul style="list-style-type: none">• Customers• Engineering• Operations Teams<ul style="list-style-type: none">○ Production Planning○ Manufacturing○ Despatch• Quality Assurance
POSITION SUMMARY	
(This position summary provides a high-level overview of the role, scope of responsibility, and the key function of the job)	
<p>The Technical Sales & Solutions Specialist operates within the Sales Team and is responsible for driving profitable growth by providing technical expertise, developing customer-focused solutions, managing key accounts, and supporting projects from initial concept through to delivery.</p> <p>This role serves as the primary technical and commercial point of contact for customers, translating requirements into solutions, guiding purchasing decisions, and ensuring successful project outcomes.</p> <p>The position balances customer relationship management, solution consulting, and project coordination, while supporting revenue growth and business development.</p>	
COMPANY EXPECTATIONS	
<ul style="list-style-type: none">• Take reasonable care for your own health and safety and that of others who may be affected by your conduct ensuring all aspects and impacts of the environment and community are considered• Comply with Company values of Caring, Trustworthy, One Team, Innovative, We Deliver• Comply with Company policies, procedures and guidelines• Comply with Company Quality systems and relevant ISO requirements• Support and participate in continuous improvement/best practice/Lean and 5S activities	
PHYSICAL REQUIREMENTS	
<ul style="list-style-type: none">• Working in an office environment• Sit/stand at desk• Operate keyboard and mouse• Use of monitor(s)• Lifting to 10kg (anything above should be 2 person or alternative source)	
SPECIAL CONDITIONS	
(Include additional special conditions here e.g., "Out of standard work hours may be required, interstate travel may be required".)	

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<ul style="list-style-type: none">• Ability to travel nationally and internationally as required to meet customer, project, and business development needs• Flexibility to work across multiple locations or sites when necessary
KEY RESPONSIBILITIES / DUTIES
TECHNICAL SOLUTIONS & SALES SUPPORT
<ul style="list-style-type: none">• Understand customer requirements and provide tailored heat transfer product solutions• Advise on product selection, sizing, and capabilities in line with industry standards (e.g., AS1210, ASME)• Prepare technical proposals, drawings, and cost estimates in collaboration with internal teams• Respond to RFIs/RFQs and prepare competitive quotations• Present solutions to customers• Support post-sales activities, including troubleshooting and installation guidance• Maintain awareness of industry trends, product innovations, and competitor offerings
CUSTOMER RELATIONSHIP MANAGEMENT
<ul style="list-style-type: none">• Build and maintain strong, trust-based relationships with decision-makers and stakeholders• Act as the primary contact for technical and commercial queries• Conduct regular customer visits, follow-ups, and satisfaction checks• Capture and maintain accurate records in CRM• Identify upselling, cross-selling, and growth opportunities within existing accounts
BUSINESS DEVELOPMENT & GROWTH
<ul style="list-style-type: none">• Prospect for new customers and convert opportunities into sales• Identify key contacts and decision-makers and stakeholders within organisations• Develop and execute customer growth strategies aligned with company objectives• Represent the company at trade shows, exhibitions, and industry events• Monitor competitor activity, pricing, and market trends• Support pricing strategies, contract negotiations, and long-term agreement renewals
PROJECT COORDINATION
<ul style="list-style-type: none">• Support projects through all stages, ensuring successful delivery• Work closely with customers and internal teams to ensure smooth communication• Track project milestones, manage risks, and proactively address challenges• Coordinate transfer of customer requirements to engineering and manufacturing teams• Ensure projects are delivered on time, within budget, and aligned with profitability targets
ADMINISTRATION
<ul style="list-style-type: none">• Maintain accurate records of all customer interactions, opportunities, and project updates in CRM• Prepare weekly, monthly, and ad hoc reports on sales performance, pipeline, and project status• Track KPIs, sales metrics, and customer engagement activities
SAFETY AND COMPLIANCE
<ul style="list-style-type: none">• Ensure compliance with all relevant health, safety, and environmental regulations• Implement and maintain safety procedures and protocols

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QUALITY CONTROL AND ASSURANCE							
<ul style="list-style-type: none"> • Ensure adherence to quality standards • Implement and maintain quality control procedures, systems and checks • Resolve quality issues promptly and effectively 							
CONTINUOUS IMPROVEMENT							
<ul style="list-style-type: none"> • Lead, define and develop continuous improvement activities • Optimising business functionality by making process and quality improvements • Identifies trends and assesses opportunities to improve processes 							
KEY PERFORMANCE INDICATORS (KPI's)							
<ul style="list-style-type: none"> • KPI's are set on an annual basis as part of the performance review process, the KPI's are measurable and definable and include <ul style="list-style-type: none"> ○ Revenue and margin targets achieved ○ Pipeline growth and opportunity conversion ○ Customer satisfaction and retention ○ Accuracy of CRM and project reporting ○ Successful delivery of projects • Meet set KPI targets 							
REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES AND / OR CAPABILITIES (List all required knowledge, skills, and/or capabilities required to perform the job effectively)							
<ul style="list-style-type: none"> • Strong problem-solving and solution advisory skills • Ability to understand technical requirements and translate them into customer solutions • Excellent communication, presentation, and negotiation skills • Experience managing projects and coordinating internal teams • Strong organisational and administrative skills, including CRM and reporting • Knowledge of heat transfer systems, thermal components, or related technology 							
REQUIRED QUALIFICATIONS AND EXPERIENCE (including level of education and/pr required licences)							
<ul style="list-style-type: none"> • Experience in technical sales, solution consulting, or customer-facing roles in industrial/manufacturing 							
What Success looks like							
<ul style="list-style-type: none"> • Customers view you as a trusted partner and solutions expert • Projects transition smoothly from concept to delivery • Business growth is achieved while maintaining strong margins • Pipeline remains healthy, with diversified opportunities • Customer relationships are strong and long-lasting • Administrative processes and reporting are accurate, timely, and support business decisions 							
Years of experience:							
<input type="checkbox"/> Graduate	<input type="checkbox"/> 0-1	<input type="checkbox"/> 1-3	<input type="checkbox"/> 3-5	<input checked="" type="checkbox"/> 5-7	<input type="checkbox"/> 7-10	<input type="checkbox"/> 10+	
OTHER EXPERIENCE (Include any other experience requirements necessary to perform the job effectively)							

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OTHER INFORMATION (Any other information relevant)
<ul style="list-style-type: none">• Proven work experience in a similar role
REFERENCE
Company Organisational Chart
CERTIFICATION

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HUMAN RESOURCES DEPARTMENT	
The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the job.	
Name:	
Date:	
Signature:	
EMPLOYEE	
I have read this document and agree to undertake the duties and responsibilities as listed above. I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein.	
Name:	
Date:	
Signature:	