

## Technical Sales Specialist

### Position Summary

The Technical Sales Specialist serves as the first point of contact for Hannay Reels customers and plays a key role in ensuring a high-quality customer experience. This position is responsible for responding to customer inquiries by phone and email, processing purchase orders, supporting quoting activities, coordinating cross-functional communication, and assisting with issue resolution. This role requires excellent organization, professionalism under pressure, and the ability to manage multiple priorities throughout the day while maintaining a strong service mindset. This position will drive meaningful sales growth for the organization, build and maintain strong customer relationships, and support the brand image at customer sites and trade shows.

### Key Responsibilities

- Provide prompt, thorough, and professional customer service via phone and email, including receiving purchase orders, responding to product inquiries, and assisting customers with questions or issues.
- Support inside sales with quoting and order entry processes, including completing Requests for Quotes (RFQs), writing up orders, and assisting with returns or customer requests.
- Manage a high-volume workflow that may include phone calls, email, order documentation and internal collaboration
- Communicate and coordinate effectively with multiple internal departments
- Assist with new account setup, including researching prospective customers, conducting detailed onboarding at customer sites and through calls, and building professional relationships.
- Maintain accurate and organized records of customer communications, notes, quotes, purchasing details, and engineering-related documentation.
- Handle escalated or dissatisfied customer situations professionally by remaining composed, de-escalating concerns, and helping drive resolution.
- Support departmental coverage and availability by working collaboratively as a team, which may occasionally require flexibility in schedule, including staying late, coming in early, or working through breaks when business needs require.
- Represent the company professionally at trade shows, open houses, and customer visits as required.

### Travel Requirements

- Travel is expected **up to 50% of the time** for trade shows, open houses, and customer visits.
- Travel may include air travel and will require the employee to independently arrange travel plans (airfare, hotel, rental car, etc.). A company credit card will be provided for approved travel expenses.

### Required Qualifications

- High school diploma or equivalent required; associate degree or additional education is preferred.
- 2+ years of customer service, inside sales, or order processing experience preferred (manufacturing or industrial environment strongly preferred).
- Strong ability to manage multiple priorities in a fast-paced environment.
- Excellent phone and email communication skills with a customer-first approach.
- Strong organization skills and attention to detail, including tracking customer notes, quotes, and documentation.
- Strong decision-making skills and comfort handling large-dollar purchase orders.
- Proficiency with standard office tools (email, spreadsheets, ERP/order entry systems, CRM systems preferred).

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## Key Competencies

- Customer-focused service mindset
- Professional communication and follow-through
- High attention to detail
- Strong time management and prioritization
- Emotional control and de-escalation skills
- Team collaboration and accountability

## Work Environment & Physical Requirements

- This role is primarily performed in an office environment within a manufacturing facility when not traveling for business.
- Must be able to sit for extended periods, use a computer, and communicate via phone and email.
- Occasional walking in the facility may be required.

## What We Offer

- Health, dental, and vision insurance
- 401(k) with company match
- Paid time off (PTO) and holidays
- Paid family leave and other statutory benefits

**Department:** Sales

**Reports to:** Sales Manager

**Location:** Westerlo, NY – On-site

**Employment Type:** Full-time

**FLSA Status:** Full-Time Exempt

## Compensation (New York Pay Transparency)

**Compensation Range: \$80,000 – \$95,000 per year to include Variable Compensation component**

*This range represents the employer's good-faith estimate of the anticipated base salary for this position at the time of posting, consistent with New York State's pay transparency law.*

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## Equal Employment Opportunity Statement

Hannay Reels is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, or any other characteristic protected by federal, New York State, or local law.

## Reasonable Accommodation Statement

Hannay Reels provides reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA) and applicable New York State laws.