

Title: Technical Sales	
LOCATION: Charlotte Area, NC	Date: 6.30.21

POSITION SUMMARY:

Technical Sales is responsible for providing ongoing support to customers by gathering information through communicating with GNT's cross functional teams. Technical Sales main goal is to grow existing business and create new business.

ESSENTIAL FUNCTIONS:

- Develop an understanding of GNT products
- Provide ongoing technical support to clients to ensure all R&D and commercialization related requests have been addressed appropriately.
- Work internally with various GNT teams to help customer projects move forward efficiently.
- Submit requests to the Applications Team and work closely to ensure customer's needs are met.
- Facilitate interaction with customers via proactive email and phone follow-ups.
- Work closely with the Applications Team to provide customers with recommendations for new samples.
- Prepare marketing, technical, and regulatory related documentation based on individual customer requests.
- Utilize GNT's CRM based system for analytical needs and to fulfill customer related requests.
- Work with the Customer Service Team to ensure customer orders are processed as necessary.
- Provide ongoing support to customers and clients to ensure all requests have been addressed appropriately.
- Travel onsite to customers to give technical presentations and pitch ideas for future projects.
- Establish weekly targets for customer communication and interaction.
- Identify new business opportunities through the participation in industry tradeshows and conferences.
- Represent GNT USA Inc. through new business outreach, including research and follow-up meetings.
- Develop an understanding of forecasting and operations

ADDITIONAL RESPONSIBILITIES:

- ❖ Visit the manufacturing plant in the Netherlands depending on customer needs.
- ❖ Participate in local and global sales meetings.
- ❖ Meet with GNT USA Inc. management on a monthly basis for customer reviews, discussion of goals and next steps.
- ❖ Seek new industry trends and opportunities by attending conferences and keeping well-informed of best practices.

QUALIFICATIONS:

- A minimum of 2 years' experience working in product development, applications, or technical sales
- Bachelor's degree in Food Science; Master's degree preferred
- Consumer research and sensory analysis skills.
- Excellent verbal and written communication skills.
- Strong presentation formatting and public speaking skills.
- Organizational and time management skills.
- Ability to work independently and as part of a team
- Working knowledge of the following software programs: Microsoft Office, Excel, Powerpoint
- Willingness to travel.