


Start a new journey of success with ENTTEC

About Us:

ENTTEC is the leading Australian manufacturer of lighting controllers and LED solutions. ENTTEC is a family-owned business that has flourished into an international masterpiece. With offices in Australia, the US and the UK, the company continues to grow and expand. ENTTEC has a strong reputation not just for engineering expertise but for fine craftsmanship and technical innovation. ENTTEC is leading the way to the future of LED lighting solutions and lighting controllers.

ENTTEC prides itself on the diversity in the workplace. We believe that working alongside people of different backgrounds, experiences and working style creates a work environment where modern creative concepts can be inspired. When a diverse team working together to reach a shared objective, perfection can be created. An inclusive culture where communication is open and done with sensitivity and integrity is very important to ENTTEC. We operate as a cross-functional team using agile and lean practices to perfect our procedures.

We are on the hunt for a like-minded individual to join our team as a  **Technical Sales Officer** on a **full-time permanent** basis.

The opportunity:

As ENTTEC's Technical Sales Officer will be given the opportunity to work as part of our sales team to offer innovative lighting solutions to customers. You will have a willingness to learn and have strong analytical skills and attention to detail. As an ENTTEC representative you will have strong interpersonal skills and a strong desire to offer the best solutions to all customers.

About you:

Essential experience:

- Tertiary Engineering degree or relevant technical qualifications (electronics/mechanical)
- Ability to draw basic connection/wiring diagrams essential (MS Visio)
- Understanding of lighting industry
- Able to read and understand technical drawings
- Analytical and problem-solving skills

Desirable:

- Familiarity with CRM such as Salesforce/Insightly – FreshSales ideally
- Familiarity with M-FILES
- Familiarity with ERP
- Experience in technical sales and/or understanding of the market
- Experience in a manufacturing environment
- Able to develop and maintain up to date product knowledge

Skills

- A keen interest in new technologies and LED lights
- The ability to work autonomously
- High level of interpersonal, written, and verbal communication skills.
- High attention to detail
- A high level of initiative and a proactive nature
- Be adaptable and able to pick up new skills
- A strong sense of pride in work
- Ability to organise and manage multiple priorities
- Strong time management and organisation skills
- High level of initiative and pro-activeness
- Can work unsupervised and under pressure
- Positive and can-do attitude

What you'll do:

- Understand the technical aspect of ENTTEC products and offer a solution to solve customer problem (This duty requires having some knowledge and understanding of ENTTEC lighting/controller products. Training is provided)
- Provide pre-sales technical assistance
- Provide product education and after-sales support services
- Handle direct calls and provide quotes for clients
- Log projects/opportunities and communications on CRM software (FreshSales) – (Training Provided)
- Provide internal and external lighting training
- Maintain customer relationships and follow up with customers after shipment to provide assistance/technical support as necessary
- Liaising with the Production team on ETA and the Admin team for accounts and shipping
- Answer phone and direct calls
- Manage shipping needs: rates and communication with shipping companies

- Liaising with customers and answering sales enquiries from phone calls to emails in a timely fashion; providing quotes
- Answer general enquiries (ex: price and availability)

You will be reporting to the Customer Service Team Leader.

Culture and Perks

- Diverse and engaging environment
- A culture of creative freedom and experimentation
- Working with highly skilled and amazing people
- Knowledge sharing and cross-training
- Be part of a supportive and caring team
- Work closely with the general manager

Our Values

- Be ahead of the curve
- Be proactive and seek solutions
- Always innovate and improve
- Commit to excellence in everything we do
- Demonstrate an inclusive environment that embraces differences

Ready to apply?!

This is your chance to work in a creative and high achieving team, if you have what it takes, apply NOW!

Please email your application to **jobs@enttec.com**, including your CV and a cover letter telling us why you would be perfect for this role. Can't wait to hear from you!