

Honeywell Job Description			
Job Title:	Graduate Sales Engineer		
Reports To:	District Sales Leader		
Department:	Sales	Matrix Manager :	N/a
SBG / SBU:	ACS, HBS	Date Compiled:	February 2017

Position Purpose/Summary

As Graduate Sales Engineer you will be responsible for working with the HBS Sales team to develop and complete price response to customer request for tenders. Working closely with other Sales team members (Account Managers and business consultants), this role will ensure customer requests are managed and dealt in a timely and responsive manner.

All day to day performance shall be in 100% compliance with Sales process. Ensure SFDC (CRM Tool) is kept up-to-date. This role will work closely with Project Operations team and Service team in supporting WA Sales team achieving their Sales objectives for the district and the region.

Key Accountabilities / Deliverables of the role

KEY INDIVIDUAL ACCOUNTABILITIES / DELIVERABLES
<p>Business Relationships: Develop and sustain long-term customer relationships; Facilitate resolution of all customer problems; Serve as a central resource for all customer communication.</p> <p>Sales Process: Serve as the customer's ambassador and advocate; 100% Cadence to Sales MOS, Keep SFDC (CRM Tool) and other Sales tools are up-to-date, Analyse contracts for assigned customers, in order to provide metrics necessary for customer retention; Promote the use of additional HBS services and offerings.</p> <p>Customers: Account Management of 50+ customer accounts; Responsible for account retention and growth within these assigned account base. People Management: Leverage resources to address customers' needs.</p> <p>Results: Achieve Retention and growth of assigned customer base and successful maximization of asset increase and year-on-year escalations. Achieve High Net promotor scores on all surveys within existing account base; NPS Score >8 (Min 1 Survey per month).</p>

Key Success Factors (Key Metrics / KPIs / Deliverables)

<ul style="list-style-type: none"> • Complete Research on each opportunities to understand key stakeholder mapping, understanding customer business and operational issues and through this develop customer specific unique value proposition • Prepare reports and documentation in order to conduct ongoing customer reviews (Account Reviews, Impact Reviews and eCAP reviews) • Maintain successful customer relationships and Build New Customer relationships • Retain and Grow HBS' revenue and margin, of assigned accounts, in line with Sales AOP • Develop and Present Service and LifeCycle Roadmaps for assigned accounts • Maintain adds and changes to contracts, as required • Work with management team to minimize cancellation causes.

Goals

- Timely completion of all assigned graduate training tasks as directed by graduate coordinator and in compliance with the Honeywell graduate program.
- At Honeywell Safety is of utmost importance, ensure 12 SOS (1 per month) are reported in Honeywell SOS system
- Understand and participate in Sales Growth initiatives. To gain experience on this work closely with the WA Sales team to work on each of the growth initiatives (Work on minimum of 1 opportunity per growth initiative per year)
- Managing aspects of existing customer relationships with the goal of providing superior service and maximizing value
- Understanding and articulation of the value that Honeywell brings, to the customer, to drive specific business outcomes
- Maximization of the annual escalation rate for service contracts
- Communication of the customers' needs and requirements within the HBS organization
- Work in a collaborative and teaming engagement with Project Ops and Service teams to maximise positive customer impact yielding in high NPS Scores >8.
- Escalation of customer feedback and issues, to the Management Team, to ensure 100% customer satisfaction
- Elevation of sales opportunities to assigned sales professional

Interdependencies

Key things this role does that makes other roles more effective

- Consistent delivery of exceptional sales support solutions and innovation to customers
- Expansion of business value within the market via delighted customer philosophies.
- Consistently exceeding customer expectation.
- Balancing the demands and needs of internal and external stakeholders.

Qualifications/ Experience/ Knowledge

Job Specifications	General
Required Licenses, Accreditations / clearances / statutory requirements	Drivers licence and own car required to regularly visit Honeywell customers Security license may be required – hence eligibility to obtain is required
Education / Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Holds a 4 year degree in ICT, Computer Science, or Electrical, Mechanical, or Mechatronics Engineering (with science, business or IT major/ IT subjects) <p>Desirable</p> <ul style="list-style-type: none"> • Engineering and Business Double Degree or Engineering and Science Double Degree - Programming Skills • Solid academic results, ideally credit average
Experience	<ul style="list-style-type: none"> • At least 3 months prior work experience Preferably in an automation and control systems environment • Active involvement in developing relationships with customers • Understands the challenges of being in sales and ideally have had experience in working closely with the sales team

Professional Skills / Knowledge	<ul style="list-style-type: none"> • Time management skills • Advanced computer skills • Ability to work in a team environment • Strong communication and interpersonal skills • Excellent verbal, written and presentation skills • Ability to question, listen and interpret customer needs.
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Behaviour Competencies

Competency	Definition
Persuasiveness / Sales Ability	Using appropriate interpersonal styles and communication methods to gain acceptance of an idea, plan, activity, service or product from prospects and customers.
Quality Orientation / Attention to Detail	Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.
Technical / Professional Knowledge	Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.
Tenacity	Staying with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable.
Results Orientation	Indicating through actions and decisions a sense of importance to get the job done; focusing on the most important things; being impatient with obstacles and lack of movement; taking action to overcome obstacles and seek solutions.
Planning And Organising / Work Management	Establishing a course of action for self and others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.
Negotiation	Effectively exploring alternatives and positions to reach outcomes that gain all parties' support and acceptance.
Building Business Partnerships	Using appropriate interpersonal styles and communication methods to work with business partners (eg peers, other departments or units, external vendors, customer's, other organisations etc.) to meet mutual goals and objectives.
Initiative	Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive.
Teamwork / Collaboration	Working effectively with team or work group or those outside formal line of authority (e.g., associates, senior managers) to accomplish organisational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organisation or team.
Innovation	Generating creative solutions to work situations; trying different and novel ways to deal with organisational problems and opportunities.
Analysis / Problem Assessment	Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.
Commercial Acumen	Taking action to maximise the contribution of own area of the business to the company's profitability and growth. This involves constantly looking for opportunities to improve business performance and growth; managing business operations to maintain ongoing competitive advantage; taking business decisions based on cost benefit analysis, business savvy and consideration of organisational constraints and resources.

Customer Service Orientation	Proactively developing customer relationships; making efforts to listen and to understand the customer (both internal and external); anticipating and providing solutions to customer needs; giving high priority to customer satisfaction.
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language or terminology to the characteristics and needs of the audience.

Please note :

This role may be subject to ongoing criminal history checks, random drug & alcohol testing and / or medical examinations in line with Honeywell, customer and statutory specifications and it is a requirement of the role to satisfy these requirements.

Approved by Direct Manager <i>(Initial)</i>	Approved by 2nd Level Manager <i>(Initial)</i>
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