Account Development Engineer
Location: New Providence, NJ

Panasonic’s vision of the digital future is driven by the needs and aspirations of our business customers and millions of consumers around the world who use our products every day. We share their dream to live a fuller life by providing ways of working smarter and enjoying the rewards of technological advances. At Panasonic, our success depends on every single employee’s contributions - because the more we grow as individuals, the more we grow as a company.

Currently, Panasonic Electric Works of America (PEWA) is seeking an Account Development Engineer. Under general supervision, the Account Development Engineer utilizes technical expertise to perform sales-related activities to support regional and global sales of PIDSA products by working as part of the sales team and supporting the best customer experience.

At Panasonic, we are constantly striving to improve and grow both personally and professionally. We put our customer first, and demand only the best. We are looking for those that share our passion.

ACCOUNTABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primary Responsibilities:
- Develop working knowledge and understanding of PIDSA products, technology, strengths/weaknesses, organization and structure, strategy, direction and business objectives.
- Work directly with customers and product team to provide failure analysis and corrective action to resolve customer product issues.
- Increase sales in assigned territory by acting as engineering support for local distribution branches.
- Support Sales Manager and Manufacturer Representatives within assigned sales territory to achieve assigned goals and targets (Direct, Distributor Point-of-Sales (POS), and Global).
- Act as first point of contact for entire territory as Sales Manager travels in other territories, and should be copied on all correspondences within territory.
- Cultivate and develop new business opportunities (NBOs) through the use of sales leads, telephone and internet inquires, and then partnering with both internal and external sales members to turn these leads into new accounts and sales revenue.
- Prioritize and handle diversified sales tasks for the regional team, including: Pulling NBOs through the sales funnel process (i.e., taking steps to resolve next action item, request or concern to move NBO closer to a sale.)
- Tracking and inputting information on leads and NBOs throughout the sales funnel process within our Customer Resource Management sales tool (CRM) and/or Excel spreadsheets.
- Analyzing quotes, sales history, and forecast information.
- Creating, maintaining and providing input for various reporting functions to assist in managing the sales territory.
- Coordinating split requests and registrations.
- Assist customers with technical requests, including but not limited to product selection, competitor cross-referencing, specification and data interpretation, additional information and/or files support, returns analysis coordination and ROHS and/or quality coordination.
- Work directly with customers, manufacturer reps, and distributor partners to obtain necessary details to ensure requests, questions, and issues are properly serviced to provide best, accurate and timely response.
• Develop working knowledge and understanding of PIDSA products, technology, strengths/Weaknesses, organization and structure, strategy, direction and business objectives.
• Communicate frequently (daily, or as needed) with field sales team to coordinate actions, issues and pulling NBOs through the funnel.
• Prepare sales manager for territory and customer visits with analytical data, NBO updates, key account / territory issues, Leads and any other critical information.
• Develop influential relationships through excellent, timely service to our customers, manufacturer rep and distributor partners

Secondary/Peripheral Responsibilities:
• Participate in/provide support for trade shows, web advertising or other media undertakings.
• Provide support for Quarterly Business Planning (QBP) with manufacturer rep and distributor partners.
• Travel with Field sales team in support function.

This description is illustrative of the duties that may be assigned. It should not be interpreted to describe all of the duties the incumbent may be required to perform.

QUALIFICATIONS:

Minimum Skills Required:
• BS in a Technical degree, preferably Electrical Engineering. Will consider ME’s.
• Proficient with Microsoft Office software tools, including Outlook, Word, Excel, PowerPoint.

Work Setting:
• Operates office equipment (computer, fax, copier, phone) as required to perform essential job functions.
• Lift up to 30 lbs. on occasion.

Interaction (internal and external):
• Internal: Marketing, engineering, customer service, field sales team/territory managers.
• External: Customers (Direct and indirect), franchised distributor partners, manufacturer representative partners, Global Panasonic Electric Works factory and sales/marketing personnel.

Estimated Travel Requirements Associated with Essential Job Functions:
• Limited (20%) domestic travel may be required.

More information at http://www.njit.edu/cds/
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