**Reports To:**

* Chief Executive Officer

**General Employee Requirements**

* The incumbent is expected to meet quality work standards, and work in conformity with all company policies, guiding principles, standard procedures and work within the scope of the law.
* Must utilize effective interpersonal communication and teamwork approach and demonstrate positive customer relations skills. Must have the ability to work effectively with others and to follow directions of supervisor.
* Must be fully familiar with and have the ability to comply with all safety requirements of respective position such as knowledge of safety rules and policy and evacuation procedure.

**Primary Responsibility:**

* Study, design and develop products and solutions that respond to customer needs and market trends
* Plan, direct and support all technical functions for Walvoil Fluid Power
* Provide technical support to Account Manager group, Customer Service group and Production Planning group in both pre-sales as well as post-sales activity
* Maintain timely communication with the Account Manager group, Customer Service group and the Production Planning group.
* Develop and maintain quality relationships with customers, WFP departments and Walvoil Group contacts

**Primary Duties:**

* Manage the activity of Technical Support department to insure success of stated primary objectives.
* Work with the sales team to identify market trends.
* Study customer applications, identifying needs, current solutions and next generation scenarios.
* Provide innovative solutions to common application problems or needs.
* Work with National Sales Manager to formulate on overall technical support and product offer strategy.
* Identify new product needs and coordinate through National Sales Manager.
* Design support programs for individual customers and markets.
* Ensure that all the technical information concerning customers and market are communicated to critical WFP departments as well as Walvoil spa when needed.
* Conduct product training in house for customers as well as employees.
* Conduct product training at distributor location for inside/outside sales and customer service.
* Demonstrate Walvoil Fluid Power components and systems features/benefits/advantages, proper operation, and maintenance to distributors and customers.
* Maintain proficiency for the application of Walvoil components and systems.
* Effectively communicate with all departments within Walvoil Fluid Power and Walvoil S.p.A.
* Actively participate in trade shows and lead follow up, assist in meetings, seminars, schools, etc.
* Promote safety, practice safe work habits, and comply with safety policies at all times.
* Complete assigned tasks and reports in a timely manner.
* Prepare for and actively participate in all departmental meetings.
* Maintain a friendly "Service" oriented philosophy with co-workers, other departments and customers.
* Practice and promote good housekeeping measures and support all company efforts to comply with OSHA and environmental regulations.
* Maintain continuing knowledge of and familiarity with computer software and upgrades utilizing Company provided training or through continued education courses offered by schools or organizations.
* Perform all other duties as assigned.

**General Job Requirements:**

* Bachelor’s degree (BS) in engineering; Mechanical preferred or relevant specialized industry‑related training.
* Certified with the International Fluid Power Society preferred.
* 3-5 minimum years’ experience in applications/design engineering.
* Must have 3D Cad experience. SolidWorks preferred.
1. Effective communication skills are mandatory. Must possess proper command of English language, written and oral.
2. Demonstrate excellent project management skills: meeting deadlines, creating solutions, data analysis and synthesis.
3. PC experience and training required such that the Basic level of skill can be demonstrated in Microsoft Word, Excel and PowerPoint.
4. Valid drivers’ license.
5. Ability and willingness to work flexible hours and extra time on an as-needed basis.
6. Must be self-motivated and able to work independently to achieve company goals.

**Physical Job Requirements:**

1. Travel will be required, as needed, national and international. Schedules occasionally require weekend travel.
2. Travel is normally by commercial airlines. Local or nearby travel will use company‑owned, personal or rented vehicles vans and operator must possess valid driver's license and meet insurance company's requirements.
3. Demonstrations of products, training of customers and trade show participation requires lifting, transporting, setting up, and operating exhibits and equipment. Loading and unloading of equipment, while unassisted, is frequently required. Exhibits and equipment usually range in weight from 40‑60 pounds.
4. Flexibility to work in an office and warehouse environment.

**Work Environment Job Requirements:**

1. Due to travel, environmental conditions are frequently uncontrolled. Conditions may be outdoors with exposure to outside temperatures, poor lighting, and pipeline construction environment. The natural elements, such as pollen, high or low humidity, and dust are usually present.
2. Trade show demonstrations may occasionally require 10‑12 hour work shifts, usually standing. Ability to work in crowded, close conditions, frequently exposed to secondhand‑smoke, may be required.
3. When not traveling the work environment is climate-controlled.

**General:**

This job description is not exhaustive and cannot anticipate all possible duties and requirements. Duties and requirements are also subject to change just as the products developed by this company are subject to change. Flexibility on the part of the employee as well as the company is therefore of utmost importance.