



Job Title: iHydrant Field Sales Engineer Opening Date: 12/13/2022 to 01/31/2023
Company iHydrant Manager: Field Sales Manager – Brian Rudd
Job Location: Remote (Northeast)

PURPOSE OF THE ROLE

The remote Field Sales Engineer (FSE) is responsible for the iHydrant™ and water distribution sales assistance, deployment assistance, and product training. The remote FSE supports the sales effort by assisting in product demonstrations for customers, participating in trade shows, conferences and webinars, pro-actively monitoring and addressing field issues. This job, while a remote position, requires working collaboratively with other members of the valve and hydrant teams, including product managers, engineering, and sales to ensure overall project success.

CORE FUNCTIONS OF THE POSITION / CRITICAL ELEMENT: *Where is the employee's focus?*

- Identifying and participating in sales opportunities for iHydrant™
- Manage regional project deployment for utility customers on iHydrant™ system
- Work with Sales team to influence hydrant specifications around the iHydrant™ product
- Work with Engineering companies and utility engineers to help define hydrant specifications
- Maintaining daily communications with customers to ensure resolution and proper follow-up
- Utilizing the escalation process to resolve customer service issues
- Escalate issues to cross-functional teams in a timely manner to ensure implementation issues are addressed early
- Be the subject matter expert on new product functionality to ensure successful onboarding and training of new features for clients
- Interact with clients to understand their business needs, communicate project status/expectations, and develop relationships to ensure satisfaction while minimizing project risk
- Communicate feature requests effectively to Product Management to improve product
- The ability to lift and carry a toolbox that can weigh up to 50 lbs.
- Other duties and special projects as assigned

SELECTION CRITERIA: *Who does the employee need to be in this role?*

Technical Skills	Travel estimates of 75% required, and position is remote. Valid driver's license and good driving record is required.
Education & Experience	Bachelor's Degree in Engineering, a related field or equivalent experience is required. Demonstrated mechanical ability, previous hydrant experience is a plus.

For more information and to apply, please visit: <https://careers-clowvalve.icims.com/jobs/5761/ihydrant-field-sales-engineer/job?mobile=false&width=1140&height=500&bga=true&needsRedirect=false&jan1offset=-300&jun1offset=-240>