



**PROFILE AND JOB DESCRIPTION  
DME AREA**

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**Job title: SALES ENGINEER DME.**

**Requirements:**

- **Schooling:** Industrial Engineering, Mechanical or Specialized Technician.
- **Experience:** Minimum of 10 years of experience in sales of technical products within the plastic injection industry.
- **Availability:** Full time.
- **English:** Advanced (Business).
- **Sex:** Indistinct.

**Technical Competences:**

- Knowledge and experience: Manage customer directory, generate new customers and projects, visit customers. Injection plastic, hot runner systems and injection molds knowledge.

**Skills:**

- Commercial experience focused on results by KPIS.
- Communication with clients in a professional and cordial manner.

**Soft Skills:**

- Integrity and Trust.
- Commitment.
- Teamwork.
- Customer orientation (internal and / or external).
- Orientation to results.
- I work under pressure.
- Analysis capacity.
- Management of a work team.

**Required Equipment: (YES: Required, NO: Not required).**

- Desktop or laptop computer:laptop
- Access to systems, which ones?: Sales Force, E1, Webfocus
- iPad: Yes.
- Car: Yes.
- AMEX card: Yes.
- Gasoline Card: Yes.
- Cellular or iPhone: Yes.
- Tools:
- Other (s): safety equipment to enter manufacturing plants (helmet, vest, safety shoes, safety glasses, ear plugs.

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**ROLES:**

- Manage customer directory
- Generate view and customer service agenda
- Ensure customer satisfaction.
- Generate market and performance information.
- Provide technical and commercial information required to the client
- Present yourself to the client in a professional manner as a Representative DME

**RESPONSIBILITIES:**

- Meet sales goals of DME division.
- Maintain efficiency in time and expenses.
- Guarantee market penetration.
- Search, segregation and analysis of performance and market information.
- Budget control.
- Preparation of reports (expenses).
- Have telephone availability during the work day (if the schedule allows)
- Generate sales with Profits (discount evaluation)
- Communication of opportunities for other divisions of the company

**SPECIFIC TASKS:**

1. Ensure the visits are specified with a presentation and appropriate representative clothing.
2. Guarantee personalized customer service during the working day.
3. Consider 5 visits to the client per day, while time permits.
4. Keep your work equipment working and in good condition.
5. Send your expense reports biweekly according to the date indicated by the finance department.
6. Growth of the client's card.
7. Follow up on internal programs or projects (example: new products, Fresh start, Cooling care)
8. Customer recovery

**Reports to: Sales Manager DME Mexico & LATAM.**

**Contact personnel to achieve the results:**

- Management, Sales, Finance, Technical Service, Human Resources.
- Warehouse, Call Center.
- Intercompany.

**Approved:** Lic. Marygela Ramos Salinas  
**Human Resources Manager**

**Created for:** Dunia Rosales  
**DME Sales Manager Latam**

**Signed :** \_\_\_\_\_

**Signed:** \_\_\_\_\_

## Key Performance Objectives-Responsibilities-KPI'S

Objectives-Responsibilities -KPI's	Metric- Indicator	Deliverable (% , No., concept, time, etc.)	Direct Customer
<i>Meet AOP 2020 DME</i>	\$ \$ Monthly Sale \$ Annual Sale	Weekly, monthly, quarterly and annual reports of orders and sales. Annual performance evaluation.	DME Sales Manager .
Generate Sales with new clients	Monthly performance report	PO referrals with new clients	DME Sales Manager