



Perma Tech Inc.
YOUR SINGLE SOURCE FOR ALL YOUR LOADING DOCK NEEDS

Located in downtown Buffalo, Perma Tech Inc. is seeking a Product Application Specialist for the Company's quickly growing and changing production operation.

Since being founded in 1984, Perma Tech, Inc. has established a reputation for designing and building custom, high quality loading dock solutions through the success of adopting the principles of lean manufacturing and workforce development. This, along with our R&D and other efforts, allows us to provide our customers with uniquely customized products, at unheard lead times, at a time when many competitors are attempting to limit themselves to more standardized products and procedures.

We are seeking a Product Application Specialist to support our sales operation. This person will work with dealers and other customers to develop sales quotes and proposals based on customer need and production capability. They will serve as the "customer liaison" between design and manufacturing. This may also include post-sales customer support on shipping data, pricing questions, etc. Other duties include:

- Provide thorough end-to-end sales support to multiple salespeople with estimating, quoting, and delivery of orders.
- Work with the sales department to take leads and develop proposals for dock seal solutions for customers.
- Work with customers, build knowledge of customer needs.
- Build and produce quotes for customers.
- Enter and update contact information in the customer database including follow-up information relevant to closing the sale.
- Handle pre- and post-sales customer contact, service, and support

Qualified candidates will have the following:

- Bachelor's degree (preferred) – Technical or Business in nature.
- Minimum of 2 years' experience in a technical design, and/or customer service type function. Customer service/sales experience in a manufacturing environment preferred.
- Team oriented, high attention to detail, good communication skills to work closely inter-departmentally, and within the Production and Office workforce.
- Demonstrated understanding of at least basic design concepts (CAD, etc.)
- Demonstrated experience in Excel, CRM use, and Microsoft 365 products.

We offer a competitive compensation and benefits package including medical, dental, vision, 401k matching, and time off.

If the opportunity to make an immediate and direct impact in a growing operation excites you, we encourage you to apply today!