

	TITLE: Applications Engineer	
	REVISION # 1	REVISION DATE
	REFERENCE AE – JDS - 001	
APPROVED BY : Department Manager approver – Russ Currie VP Sales – Mike Grau		

**Position Title:** Applications Engineer

**Reports To:** Director, Engineering and Technology

**Summary Overview:**

Responsible for providing application engineering support, product application knowledge and site survey's to support potential sales. This is in addition to solving, on an ongoing basis, other customer technical problems and issues either directly or through other AGS Flexitallic sales personnel.

**Primary Accountabilities & Result Areas:**

- 1) Understand and adherence to Flexitallic's Quality, Health, Safety and Environment systems, policies, programs and requirements.
- 2) Understand the work assigned and any risks and safeguard measures, as well as your workplace Quality, Health, Safety and Environment requirements.
- 3) Establish and maintain expert level working knowledge of the full suite of Flexitallic products as designed.
- 4) Compile performance profile on each product to fully document relative strength/advantages and weaknesses/disadvantages for feedback into design and to aid in advancing sales.
- 5) Assessment and recommendation for alternative products that meet or exceed specifications.
- 6) Perform feasibility testing of new materials for possible use in the present productions setup and manufacturing equipment.

**Typical Duties, Actions and Responsibilities:**

- Participate in Quality, Health, Safety and Environment training, awareness activities, follow work practices and procedures and maintain valid certifications as required.
- Immediately report unsafe work practices and conditions to your supervisor, as have the right to refuse unsafe work.
- Report accidents, near misses, injuries, or illnesses immediately to your supervisor.
- Responsibility to use personal protective equipment and clothing as directed by the employer and work in compliance with OH&S act, regulations and code.
- Proactively educate customers, distributors, and EPC's in the proper use of existing and new products.
- Act as an on-site subject matter expert to customers process engineering and planning functions.
- Effectively respond to customer questions, complaints or requirements for field applications support.
- Perform onsite customer gasket and fastener surveys independently and in partnership with RSM's and TSM's as required at locations across Canada.

- Provide troubleshooting and field diagnostics as required to determine customer problems and recommend effective solutions.
- Establish and maintain customer key contacts and ongoing working relationships with customer engineering, purchasing and operations functions.
- Proactively educate Flexitallic sales personnel and others in the proper use of existing and new products.
- Develop and provide technical data including correspondence, graphs, charts, test data, new product literature and other information as requested to enhance sales capability.
- Research opportunities for product bundling and up-selling.
- Act as a technical liaison to fully interpret feedback from sales personnel ensuring full representation to product design and improvement.
- Schedule application surveys and product demonstrations to convince prospective customers of desirability and practicality of products or services offered.
- Conduct training seminars at end users to support field sales.
- Identify and capture opportunities for brand awareness through tradeshow, trade literature and publications, speaking engagements and seminars.
- Prepare technical documents to support the sales and marketing effort and record within the Global Engineering Application Resource

**Experience Qualifications and Related Skills:**

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches, presentations and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to comprehend and apply principles of advanced calculus, modern algebra.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- FSA, PVRC, ASTM, ASME aware of relevant standards and bodies
- Working knowledge of MS Word, MS Excel, MS Power Point, Lotus Notes, One Note and AutoCAD.

**Education Qualifications:**

- Bachelor's degree (B. A.) in Mechanical Engineering from four-year college or university; and three to five years of related experience and/or training in manufacturing and sales; or equivalent combination of education and experience.

**Working Conditions & Physical Demands:**

- The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit for long periods of time; use

hands and fingers to handle small objects, or feel objects, talk and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, the ability to look at the computer screen for extended periods of time, and the ability to adjust focus.

- The job occasionally requires the individual to walk, reach and stretch with hands and arms, balance, stoop, kneel and crawl under desks or in confined spaces, and lift. Some work at height may be required to examine mechanical apparatus.
- Ability to lift up to 30 pounds.
- This job is performed approximately 60% in an office setting, 20% in a vehicle and 20% at various customer field locations.
- Moderate noise from office personnel, office equipment, and light traffic.