



# **Sales/Marketing Survey Job Descriptions**

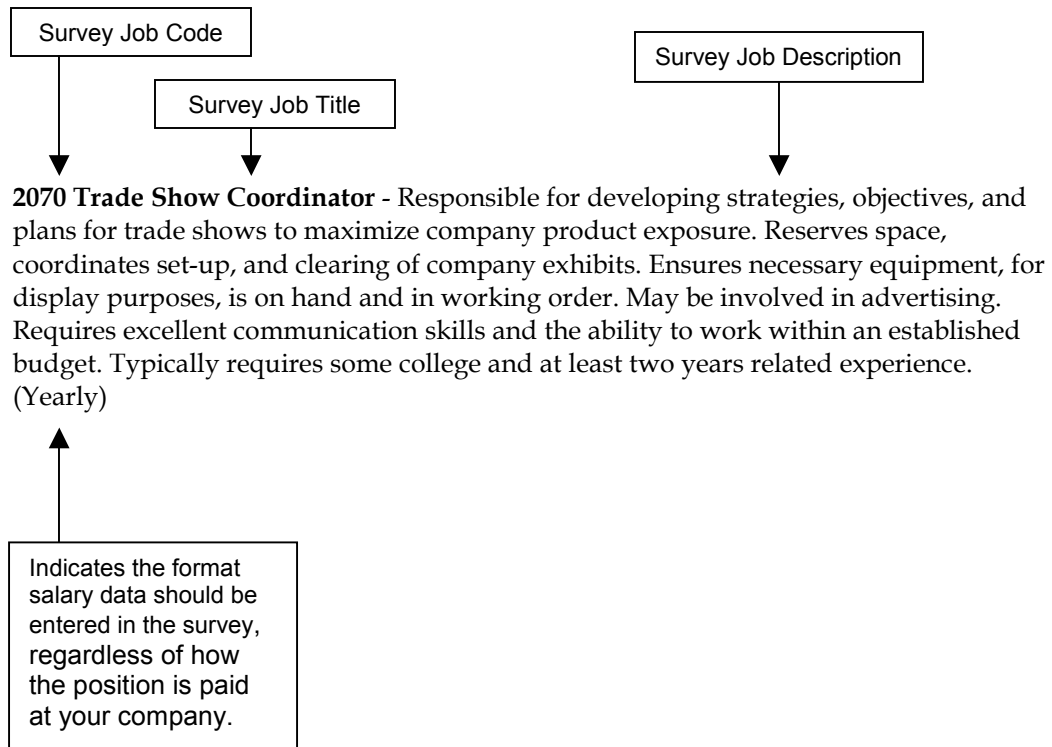
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# How to Read the Survey Job Descriptions

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## Survey Jobs Listed by Family

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### Direct and Indirect Sales

8000 National Sales Manager  
8020 Regional Sales Manager  
8030 Sales Trainee  
8040 Sales Representative I  
8045 Sales Representative II  
8050 Sales Representative III  
8100 Indirect Sales Representative I  
8105 Indirect Sales Representative II  
8110 Indirect Sales Representative III

### Marketing Communications/Publications

2015 Marketing Communications Specialist I  
2016 Marketing Communications Specialist II  
2017 Marketing Communications Specialist III  
2020 Marketing Communications Manager  
2030 Marketing Assistant  
2035 Marketing Manager  
2040 Marketing and Sales Manager  
2060 Marketing Publications Writer I  
2061 Marketing Publications Writer II  
2062 Marketing Publications Writer III  
2070 Trade Show Coordinator  
2075 Trade Show Manager  
2085 Advertising/Promotions Manager  
2200 Graphic Illustrator I  
2202 Graphic Illustrator II  
2203 Graphic Illustrator III  
2205 Graphic Arts Supervisor  
2265 Public Relations Manager

### Marketing Research

2000 Marketing Research Analyst I  
2001 Marketing Research Analyst II  
2002 Marketing Research Analyst III  
2005 Marketing Research Manager

### Product Application Marketing Support

2050 Product Marketing Engineer I  
2051 Product Marketing Engineer II  
2052 Product Marketing Engineer III  
2055 Product Marketing Manager  
2095 International Product Planning Manager  
2140 Product Applications Engineer I  
2141 Product Applications Engineer II  
2142 Product Applications Engineer III  
2145 Product Applications Manager

### Sales Contracts Management

2105 Contracts Administrator I  
2106 Contracts Administrator II  
2107 Contracts Administrator III  
2110 Contracts Administration Manager

### Sales Support

8140 Sales Support Systems Engineer I  
8145 Sales Support Systems Engineer II  
8150 Sales Support Systems Engineer III  
8160 Sales Support Systems Manager  
8170 Sales Support Applications Engineer I  
8175 Sales Support Applications Engineer II  
8180 Sales Support Applications Engineer III  
8190 Sales Support Applications Manager

### Telesales

8120 Telesales Representative I  
8125 Telesales Representative II  
8130 Telesales Representative III  
8135 Telesales Manager

## Survey Jobs Listed by Code

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2000 Marketing Research Analyst I . . . . .	8
2001 Marketing Research Analyst II . . . . .	8
2002 Marketing Research Analyst III . . . . .	9
2005 Marketing Research Manager . . . . .	9
2015 Marketing Communications Specialist I . . . . .	6
2016 Marketing Communications Specialist II . . . . .	6
2017 Marketing Communications Specialist III . . . . .	6
2020 Marketing Communications Manager . . . . .	6
2030 Marketing Assistant . . . . .	6
2035 Marketing Manager . . . . .	6
2040 Marketing and Sales Manager . . . . .	6
2050 Product Marketing Engineer I . . . . .	9
2051 Product Marketing Engineer II . . . . .	9
2052 Product Marketing Engineer III . . . . .	9
2055 Product Marketing Manager . . . . .	9
2060 Marketing Publications Writer I . . . . .	7
2061 Marketing Publications Writer II . . . . .	7
2062 Marketing Publications Writer III . . . . .	7
2070 Trade Show Coordinator . . . . .	7
2075 Trade Show Manager . . . . .	7
2085 Advertising/Promotions Manager . . . . .	7
2095 International Product Planning Manager . . . . .	10
2105 Contracts Administrator I . . . . .	10
2106 Contracts Administrator II . . . . .	11
2107 Contracts Administrator III . . . . .	11
2110 Contracts Administration Manager . . . . .	11
2140 Product Applications Engineer I . . . . .	10
2141 Product Applications Engineer II . . . . .	10
2142 Product Applications Engineer III . . . . .	10
2145 Product Applications Manager . . . . .	10
2200 Graphic Illustrator I . . . . .	7
2202 Graphic Illustrator II . . . . .	8
2203 Graphic Illustrator III . . . . .	8
2205 Graphic Arts Supervisor . . . . .	8
2265 Public Relations Manager . . . . .	8
8000 National Sales Manager . . . . .	5
8020 Regional Sales Manager . . . . .	5
8030 Sales Trainee . . . . .	5
8040 Sales Representative I . . . . .	5
8045 Sales Representative II . . . . .	5
8050 Sales Representative III . . . . .	5
8100 Indirect Sales Representative I . . . . .	5
8105 Indirect Sales Representative II . . . . .	5
8110 Indirect Sales Representative III . . . . .	5
8120 Telesales Representative I . . . . .	12
8125 Telesales Representative II . . . . .	12
8130 Telesales Representative III . . . . .	13
8135 Telesales Manager . . . . .	13
8140 Sales Support System Engineer I . . . . .	11
8145 Sales Support System Engineer II . . . . .	11
8150 Sales Support System Engineer III . . . . .	11
8160 Sales Support System Engineer Manager . . . . .	11
8170 Sales Support Applications Engineer I . . . . .	12
8175 Sales Support Applications Engineer II . . . . .	12
8180 Sales Support Applications Engineer III . . . . .	12
8190 Sales Support Applications Manager . . . . .	12

## Survey Jobs Listed by Title

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2085 Advertising/Promotions Manager	2142 Product Applications Engineer III
2110 Contracts Administration Manager	2145 Product Applications Manager
2105 Contracts Administrator I	2050 Product Marketing Engineer I
2106 Contracts Administrator II	2051 Product Marketing Engineer II
2107 Contracts Administrator III	2052 Product Marketing Engineer III
2205 Graphic Arts Supervisor	2055 Product Marketing Manager
2200 Graphic Illustrator I	2200 Graphic Illustrator I
2202 Graphic Illustrator II	2202 Graphic Illustrator II
2203 Graphic Illustrator III	2203 Graphic Illustrator III
8100 Indirect Sales Representative I	2205 Graphic Arts Supervisor
8105 Indirect Sales Representative II	2265 Public Relations Manager
8110 Indirect Sales Representative III	8020 Regional Sales Manager
2095 International Product Planning Manager	8040 Sales Representative I
2040 Marketing and Sales Manager	8045 Sales Representative II
2030 Marketing Assistant	8050 Sales Representative III
2020 Marketing Communications Manager	8170 Sales Support Applications Engineer I
2015 Marketing Communications Specialist I	8175 Sales Support Applications Engineer II
2016 Marketing Communications Specialist II	8180 Sales Support Applications Engineer III
2017 Marketing Communications Specialist III	8190 Sales Support Applications Manager
2035 Marketing Manager	8140 Sales Support Systems Engineer I
2060 Marketing Publications Writer I	8145 Sales Support Systems Engineer II
2061 Marketing Publications Writer II	8150 Sales Support Systems Engineer III
2062 Marketing Publications Writer III	8160 Sales Support Systems Manager
2000 Marketing Research Analyst I	8030 Sales Trainee
2001 Marketing Research Analyst II	8135 Telesales Manager
2002 Marketing Research Analyst III	8120 Telesales Representative I
2005 Marketing Research Manager	8125 Telesales Representative II
8000 National Sales Manager	8130 Telesales Representative III
2140 Product Applications Engineer I	2070 Trade Show Coordinator
2141 Product Applications Engineer II	2075 Trade Show Manager

## Direct and Indirect Sales

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**8000 National Sales Manager** - Overall responsibility for directing the sale of all organization products and/or services in the domestic market through sales and sales support employees. Monitors economic and other external conditions that may affect company operations. Responsible for maximizing company sales growth. May carry a vice president title, but the incumbent's responsibilities should be exclusively in sales. This position typically reports to the CEO and/or COO of the organization. Typically requires at least ten years of sales and marketing experience with seven or more years in a management capacity. (Yearly)

**8020 Regional Sales Manager** - Responsible for all sales activity in a certain geographic area, industry, or product line. Supervises the activities of lower level sales staff. Establishes effective communications with appropriate executives and managers in order to maximize the organization's sales effectiveness. May oversee the organization's relationship with independent representatives or distributors. May also be responsible for own personal accounts. This position typically reports to the National Sales Manager. Typically requires at least five years of sales and marketing experience with two or more years in a management capacity. (Yearly)

**8030 Sales Trainee** - This is an entry-level position responsible for developing an in-depth knowledge of company policies, product lines, and company-endorsed marketing and selling methods. Works under direct supervision of an experienced sales representative or sales manager and may travel with experienced sales representatives to learn effective sales techniques. (Yearly)

**8040 Sales Representative I** - Under direct supervision, responsible for the direct sale of company products or services to accounts within an assigned geographic area or industry segment. Calls on prospective customers in person and provides technical information and/or demonstrates company products. Quotes prices to customers and may have administrative duties. Responsible for account development or maintenance. Handles routine accounts within assigned territory. Position may also be referred to as Direct Sales Representative I. Typically requires one to five years of sales experience. (Yearly)

**8045 Sales Representative II** - Under limited supervision, responsible for the direct sale of company products or services. Calls on prospective customers in person and provides technical information and/or demonstrates company products. Quotes prices to customers and may have administrative duties. Responsible for account development and maintenance. May be responsible for expanding existing accounts. Handles more complex accounts and more territory than the lower level sales representatives. May provide guidance to lower level sales representatives. Position may also be referred to as Direct Sales Representative II. Typically requires five to seven years of sales experience. (Yearly)

**8050 Sales Representative III** - Under general supervision, responsible for the direct sale of company products or services. Calls on prospective customers in person and provides technical information and/or demonstrates company products. Quotes prices to customers and may have administrative duties. Responsible for account development, maintenance, and expansion of existing accounts. Handles the most critical accounts and larger territories than the lower level sales representatives. Provides guidance to lower level sales representatives. Position may also be referred to as Direct Sales Representative III. Typically requires at least seven years of sales experience. (Yearly)

**8100 Indirect Sales Representative I** - Under direct supervision, sells established company products to current and new customers through distributors, dealers, and other resellers. This is an entry level position in this series. Typically requires some sales experience or evidence of ability to perform the duties of the position. (Yearly)

**8105 Indirect Sales Representative II** - Under limited supervision, sells the most complex company products to current and new customers through distributors, dealers, and other resellers. Typically requires two to four years of sales experience. (Yearly)

**8110 Indirect Sales Representative III** - Under general supervision, sells the most complex company products to current and new customers through distributors, dealers, and other resellers. Typically requires at least five years of sales experience. (Yearly)

## Marketing Communications/Publications

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**2015 Marketing Communications Specialist I** - Under direct supervision, assists in the design and development of promotional programs, advertising, and marketing communications to further company sales objectives. Aids in the implementation of product promotion ensuring corporate mission and objectives are communicated. May set up and staff product booth at trade shows. Requires excellent writing skills. This is the entry level position. Typically reports to Marketing Communications Manager or marketing executive. Typically requires a college degree and some related experience. (Yearly)

**2016 Marketing Communications Specialist II** - Under limited supervision, assists in the design and development of promotional programs, advertising, and marketing communications to further company sales objectives. Aids in the implementation of product promotion ensuring corporate mission and objectives are communicated. May compose both internal and external communications regarding products, management issues, and business plans. May set up and staff product booth at trade shows. Requires excellent writing skills. Typically reports to Marketing Communications Manager or marketing executive. Typically requires a college degree and two to four years related experience. (Yearly)

**2017 Marketing Communications Specialist III** - Under general supervision, designs and develops promotional programs, advertising, and marketing communications to further company sales objectives. Responsible for designing and developing promotional programs, advertising, and marketing communications to further company sales objectives. Through subordinate employees, oversees the research and development of communications outlining company products and markets to ensure corporate mission and objectives are communicated. May participate in trade shows for the promotion of new or existing company products. May interact with Internet Administrator regarding promotions on company web site. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

**2020 Marketing Communications Manager** -Responsible for designing and developing promotional programs, advertising, and marketing communications to further company sales objectives. Through subordinate employees, oversees the research and development of communications outlining company products and markets to ensure corporate mission and objectives are communicated. May participate in trade shows for the promotion of new or existing company products. May interact with Internet Administrator regarding promotions on company web site. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

**2030 Marketing Assistant** - Under general supervision, provides support to top marketing and sales executives. Evaluates and recommends marketing outlets to meet product promotion goals. Monitors customer requirements, both with existing and future products. Maintains constant awareness of competitor pricing and positioning of product base. Typically requires a college degree and at least one year related experience. (Yearly)

**2035 Marketing Manager** - Responsible for the design and execution of marketing strategies, policies, and programs for company products. Through subordinate employees, assesses existing and potential markets, plans product life cycles, establishes and implements product strategies, coordinates promotional activities, and oversees new product launch initiatives. Develops and revises marketing plans. May advise senior management on marketing trends and issues. Typically requires a college degree and at least five years related experience. (Yearly)

**2040 Marketing and Sales Manager** - Responsible for the design and execution of marketing and sales strategies, policies, and programs for company products. Through subordinate employees, oversees all company sales activities. Develops and regulates sales programs. Examines marketing and sales statistics to devise sales and marketing approach. Strives to maintain and consistently enhance the corporation's competitive position in the marketplace. May advise and assist senior management regarding sales and marketing issues. Typically requires a college degree and at least five years related experience. (Yearly)

**2060 Marketing Publications Writer I** - Under direct supervision, assists senior level writers with the creation of promotional materials. Develops product descriptions, data sheets, specification information, brochures, and conference presentations. Analyzes and interprets data to determine appropriate writing style, grammar, and syntax for documents. May prepare audio-visual presentations. May be required to publish corporate correspondence and/or annual reports. Requires above average writing skills and basic knowledge of company product lines and document structure. This is an entry level position. Typically requires a college degree and some related experience. (Yearly)

**2061 Marketing Publications Writer II** - Under limited supervision, responsible for writing and editing promotional materials. Develops product descriptions, data sheets, specification information, brochures, and conference presentations. Analyzes and interprets data to determine appropriate writing style, grammar, and syntax for documents. May prepare audio-visual presentations. May be required to publish corporate correspondence and/or annual reports. May be responsible for selecting graphics to be incorporated into company's literature. Requires excellent writing skills and full knowledge of company product lines and document structure. Typically requires a college degree and two to four years related experience. (Yearly)

**2062 Marketing Publications Writer III** - Under general supervision, responsible for writing and editing promotional materials. Develops product descriptions, data sheets, specification information, brochures, and conference presentations. Analyzes and interprets data to determine appropriate writing style, grammar, and syntax for documents. May be required to publish corporate correspondence and annual reports. May prepare audio-visual presentations. Responsible for selecting graphics and incorporating into company's literature. This senior level position may direct work of lower level writers and coordinate efforts of editors and illustrators. Requires excellent writing skills and full knowledge of company product lines and document structure. Typically requires a college degree and at least four years related experience. (Yearly)

**2070 Trade Show Coordinator** - Responsible for developing strategies, objectives, and plans for trade shows to maximize company product exposure. Reserves space, coordinates set-up, and clearing of company exhibits. Ensures necessary equipment, for display purposes, is on hand and in working order. May be involved in advertising. Requires excellent communication skills and the ability to work within an established budget. Typically requires some college and at least two years related experience. (Yearly)

**2075 Trade Show Manager** - Directs and manages the development of objectives and strategies for participation at trade shows in order to maximize company product exposure. Coordinates advertising, determines participation, sets calendar of events, and organizes training of personnel for trade show activities. Interacts with functional managers, customers, and subordinate staff to ensure successful events. Requires excellent communications skills. Typically requires a college degree and at least four years related experience. (Yearly)

**2085 Advertising/Promotions Manager** - Responsible for developing, managing, and implementing advertising and promotional programs to promote the sale of company products. Develops company advertising and promotional goals in accordance with established company marketing and product objectives. Determines and coordinates with advertising agencies to develop promotional programs. Chooses appropriate media for sale of company products and services. Analyzes and measures effectiveness of programs. May determine trade show exhibits and press conferences for promotion of new or existing company products. Typically requires a college degree and at least five years related experience. (Yearly)

**2200 Graphic Illustrator I** - Under direct supervision, responsible for planning layout and preparing art work for use in displays, literature, and presentations. Following established guidelines and procedures, produces camera ready art work for printing. Uses a variety of graphic arts equipment. Coordinates production with outside vendors. Do not report technical illustrators involved in technical design work. Typically requires a college degree and up to two years related experience. (Yearly)

## *Job Family: Marketing Research*

**2202 Graphic Illustrator II** - Under limited supervision, responsible for planning layout and preparing art work for use in displays, literature, and presentations. Following established procedures and guidelines, produces camera ready art work for printing. Exercises creative judgment and abilities to select appropriate media and composition. May make recommendations on method and materials for optimum results. Utilizes a wide variety of graphic arts equipment. Designs complete layout for finished graphics. May provide assistance to lower level illustrators. Do not report technical illustrators involved in technical design work. Typically requires a college degree and two to four years related experience. (Yearly)

**2203 Graphic Illustrator III** - Under general supervision, responsible for planning layout and preparing art work for use in displays, literature, and presentations. Following established procedures and guidelines, produces camera ready art work for printing. Exercises creative judgment and abilities to select appropriate media and composition. Makes recommendations on method and materials for optimum results. Utilizes a wide variety of graphic arts equipment. Designs complete layout for finished graphics. Coordinates graphic projects from production to completion with outside vendors. May provide work leadership and training to lower level illustrators. Do not report technical illustrators involved in technical design work. Typically requires a college degree and at least five years related experience. (Yearly)

**2205 Graphic Arts Supervisor** - Under general supervision, responsible for overseeing the graphics support staff. Directs the graphic preparation and production of non-technical illustrations, manuals, and literature. Exercises creative judgment and ability to select appropriate media and composition to ensure compliance with corporate standards. Determines and assigns work projects. Coordinates work with outside vendors. Gathers quotations from vendors for bid. Analyzes bids for price, quality, and schedule performance, and selects most appropriate vendor for job. Provides technical support to other departments by translating needs into graphic solutions. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

**2265 Public Relations Manager** - Responsible for planning and conducting public relations and goodwill programs to improve the company's relations with the public, industry, stockholders, and employees. Through subordinate supervisors or professional staff, plans, prepares, and distributes information utilizing media such as magazines, newspapers, radio, and television. Edits content of all internal and external correspondence to ensure the correct projection of the corporate message. May deliver speeches and scripts. Assigns and approves artwork and participates in community and civic programs. May participate in advertising campaigns. Edits material for organization publications and conducts public opinion polls. May report to marketing executive. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

## **Marketing Research**

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**2000 Marketing Research Analyst I** - Under direct supervision, assists in marketing research activities to determine potential sales of a product or service, sales coverage, market size, competitors, penetration, and product preferences. Assists in the preparation of presentations to management summarizing market conditions and potential sales. Investigates cost of marketing methods, distribution, and advertising. This is the entry level position, requiring general knowledge of research techniques and company product lines. Typically requires a college degree and some related experience. (Yearly)

**2001 Marketing Research Analyst II** - Under limited supervision, assists in marketing research activities to determine potential sales of a product or service, sales coverage, market size, competitors, penetration, and product preferences. Assists in the preparation of presentations to management summarizing market conditions and potential sales. Investigates cost of marketing methods, distribution, and advertising. This is the intermediate level position, requiring full working knowledge of research techniques and company product lines. Typically requires a college degree and three to five years related experience. (Yearly)

**2002 Marketing Research Analyst III** - Under general supervision, prepares marketing research studies to determine potential sales of a product or service. Performs complex analysis in the areas of marketing practices and trends, potential customers, sales coverage, market size, competitors, penetration, and product preferences. Prepares and assists in presentations to management. Gathers information to assist in analyzing future products and prepares reports for management. This is the senior level non-management position, requiring thorough knowledge of research techniques and company product lines. Requires excellent writing skills. Typically requires a college degree and at least five years related experience. (Yearly)

**2005 Marketing Research Manager** - Responsible for managing marketing research to determine potential sales of a product or service. Through subordinate supervisors or professional staff, oversees analysis in the areas of marketing practices and trends, potential customers, sales coverage, market size, competitors, penetration, and product preferences. Prepares and gives presentations to management on matters concerning market planning, analysis, and product selection. Requires significant judgment when selecting appropriate marketing methods. Organizes information to assist in analyzing future products and makes recommendations for the development of new products or services. May report to marketing executive. Requires excellent writing skills. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

### **Product Application Marketing Support**

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**2050 Product Marketing Engineer I** - Under direct supervision, responsible for contributing to simple business plans, marketing strategies, and order forecasts for assigned product lines. Helps develop marketing strategy to obtain objectives in assigned product lines. Helps develop forecasts for market penetration and order acquisition. Monitors customer requirements for both existing and future products. Maintains constant awareness of competitor pricing and positioning of product base. Attends customer visits and product marketing presentations. Requires judgment and critical thinking to analyze moderately complex marketing formulas. This is an entry level position in this series. Typically requires a college degree and some related experience. (Yearly)

**2051 Product Marketing Engineer II** - Under limited supervision, responsible for developing complex business plans, marketing strategies, and order forecasts for assigned product lines. Develops marketing strategy to obtain objectives in assigned product lines. Formulates forecasts for market penetration and order acquisition. Monitors customer requirements for both existing and future products. Maintains constant awareness of competitor pricing and positioning of product base. Conducts customer visits and product marketing presentations. Requires judgment and critical thinking to analyze moderately complex marketing formulas. Typically requires a college degree and two to four years related experience. (Yearly)

**2052 Product Marketing Engineer III** - Under general supervision, responsible for developing highly complex business plans, marketing strategies, and order forecasts for assigned product lines. Develops marketing strategy to obtain objectives in assigned product lines. Formulates forecasts for market penetration and order acquisition. Monitors customer requirements for both existing and future products. Maintains constant awareness of competitor pricing and positioning of product base. Conducts customer visits and product marketing presentations. Requires judgment and critical thinking to analyze complex marketing formulas. Typically requires a college degree and at least five years related experience. (Yearly)

**2055 Product Marketing Manager** - Responsible for the sales of products and services for a specific product line. Through subordinate supervisors or professional staff, develops sales plans, and marketing strategy. Oversees market research and reviews competitive activity. Develops optimum distribution policies for the product using market research. Evaluates sales performance and reviews corporate long-range plans and goals. Participates in pricing of products and assists in customer contract negotiations. Monitors the administration of marketing services including proposals, quotations, pricing, scheduling, and shipping of the product. Coordinates sales and related activities such as advertising and public relations to achieve marketing objectives. Gathers new product ideas and evaluates their potential and practicality. Coordinates initial stages of new product development. Serves as a technical advisor on all marketing matters. May report to marketing executive. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

**2095 International Product Planning Manager** - Responsible for the development of international marketing plans and sales forecasts for company product lines. Through subordinate supervisors or professional staff, directs and oversees the research of market conditions to determine potential sales of a product internationally. Translates marketing plans and sales forecasts into operational profit plans to achieve sales objectives. Evaluates data and makes recommendations to management on marketing plans. Requires working knowledge of international laws and trade regulations. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

**2140 Product Applications Engineer I** - Under direct supervision, provides technical marketing assistance in the design and integration of customer applications relating to complex operating systems. Prepares and presents demonstrations and applications of company product. Provides technical support to sales staff in determining feasibility of company product for customer requirements. May assist with presentations at company trade shows. Provides product specifications and installation plans. Performs follow-up technical support on specific applications. Assigned projects are routine and require basic judgment. This is the entry level position. Typically requires a college degree and up to two years related experience (Yearly)

**2141 Product Applications Engineer II** - Under limited supervision, provides technical marketing assistance in the design and integration of customer applications relating to complex operating systems. Prepares and presents demonstrations and applications of company product. Provides technical support to sales staff in determining feasibility of company product for customer requirements. May make presentations at company trade shows. Provides product specifications and installation plans. Performs follow-up technical support on specific applications. Assigned projects are moderately complex requiring judgment. This is the intermediate level position. Typically requires a college degree and two to four years related experience. (Yearly)

**2142 Product Applications Engineer III** - Under general supervision, provides technical marketing assistance in the design and integration of customer applications relating to complex operating systems. Prepares and presents demonstrations and applications of company products. Provides technical support to sales staff in determining feasibility of company products for customer requirements. May make presentations at company trade shows. Provides product specifications. Performs follow-up technical support on specific applications. Assigned projects are diverse in nature requiring initiative and judgment in determining appropriate solutions. May be required to solve problems and assign work. This is the senior level non-management position. Typically requires a college degree and at least five years related experience. (Yearly)

**2145 Product Applications Manager** - Responsible for directing technical marketing support activities for developing and implementing customer applications and company products. Through subordinate employees, develops detailed instructions for customer installation and/or system integration plans. Oversees the publication of technical information on specific applications and technical articles. Coordinates with marketing and product managers to define and implement new company products. May serve as company liaison on specific and complex technical projects. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

### **Sales Contracts Management**

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**2105 Contracts Administrator I** - Under direct supervision, assists in the preparation of contract proposals and administration of major contracts. May negotiate specifications, price, date of delivery, and contractual provision. Work procedures are well-defined and all unusual situations are referred to higher level employees. This is the entry level position. Typically requires a college degree. (Yearly)

**2106 Contracts Administrator II** -Under limited supervision, conducts proposal preparation for major contracts and conducts moderately complex negotiations for non-standard products or systems. Has responsibility for negotiating specifications, price, date of delivery, and contractual provisions. Contracts will ordinarily be fixed price, cost reimbursement, or cost plus incentive. This is an intermediate level position, requiring the exercise of some judgment within defined procedures. Typically requires a college degree and one to three years related experience. (Yearly)

**2107 Contracts Administrator III** -Under general supervision, conducts proposal preparation for major contracts and conducts complex negotiations for products or systems. Has responsibility for negotiating specifications, price, date of delivery, and contractual provision. Contracts will ordinarily be fixed price, cost reimbursement, or cost plus incentive. This is the senior level non-management position requiring independent judgment within defined procedures. Typically requires a college degree and at least four years related experience. (Yearly)

**2110 Contracts Administration Manager** -Responsible for proposal preparations, contract negotiations, and administration of major commercial and government contracts. Through customer contract activities, provides for proper acquisition and fulfillment of contracts in accordance with company policies, legal requirements, and customer specifications. Through subordinate professional staff, analyzes estimates of material, equipment, and production costs. Reviews performance requirements and delivery schedules ensuring accuracy and completeness. Verifies complete documentation to authorize and direct work in accordance with contractual specifications. Prepares reports advising management of their rights and obligations. Recommends modifications in contract contents to top management. May report to finance, legal, or marketing executive. Typically requires a college degree and at least five years related experience, including supervision. (Yearly)

## Sales Support

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**8140 Sales Support System Engineer I** - Under direct supervision, provides technical support in sales presentations, product demonstrations, and installations. Responsible for pre- and/or post-sales support of basic company products/systems. Maintains company products to ensure that systems are functioning according to specifications. Answers routine questions concerning systems software and/or applications. Provides consultation to prospective users. Typically requires one to three years experience. (Yearly)

**8145 Sales Support System Engineer II** - Under limited supervision, provides technical support in sales presentations, product demonstrations, and installations. Responsible for pre- and/or post-sales support of moderately complex company products/systems. Maintains company products to ensure that systems are functioning according to specifications. Answers technical questions concerning systems software and/or applications. Provides consultation to prospective users. May assist in building mini applications based on customer requirements. Typically requires three to five years of experience. (Yearly)

**8150 Sales Support System Engineer III** - Under general supervision, provides technical support in sales presentations, product demonstrations, and installations. Responsible for pre- and/or post-sales support of complex company products/systems. Maintains company products to ensure that systems are functioning according to specifications. Answers the most technical questions concerning systems software and/or applications. Provides consultation to prospective users. Assists in building mini applications based on customer requirements. Typically requires at least five years experience. (Yearly)

**8160 Sales Support System Engineer Manager** - Leads team responsible for providing technical support in sales presentations, product demonstrations, and installations. Responsible for pre- and/or post-sales support of company products/systems. Maintains company products to ensure that systems are functioning according to specifications. Answers most complex technical customer questions concerning systems software and applications. Provides consultation to prospective users. Builds mini applications based on customer requirements. Typically requires at least seven years experience with two or more years in a management capacity. (Yearly)

## *Job Family: Telesales*

**8170 Sales Support Applications Engineer I** -Under direct supervision, develops product designs and interprets applications for customers. Provides follow-up support and disseminates technical information for specific applications. Assists with seminars to demonstrate products and evaluate customer needs. May also provide technical support and expertise to the company's sales staff and customers. This is an entry level position in this series. Typically requires some design experience or evidence of ability to perform the duties of the position. (Yearly)

**8175 Sales Support Applications Engineer II** Under limited supervision, develops product designs and interprets applications for customers. May assist sales staff in assessing potential applications of company products to meet other customer needs. Provides follow-up support and disseminates technical information for specific applications. May conduct seminars to demonstrate products and evaluate customer needs. May also provide technical support and expertise to the company's sales staff and customers. Typically requires four to seven years experience. (Yearly)

**8180 Sales Support Applications Engineer III** -Under general supervision, develops product designs and interprets applications for customers. Assist sales staff in assessing potential applications of company products to meet other customer needs. Provides follow-up support and disseminates technical information for specific applications. Conducts seminars to demonstrate products and evaluate customer needs. Provides technical support and expertise to the company's sales staff and customers. Typically requires at least seven years experience. (Yearly)

**8190 Sales Support Applications Manager** -Manages team responsible for developing product designs and interpreting applications for customers. May work with product and marketing managers during the development of new products. Develops detailed customer installation and system integration plans. Oversees the efforts of sales staff in assessing potential applications of company products to meet additional customer needs. Provides follow-up support and disseminates technical information for specific applications. Conducts seminars to demonstrate products and evaluate customer needs. Provides technical support and expertise to the company's sales staff and customers. Typically requires at least seven years experience with two years in a management capacity. (Yearly)

## **Telesales**

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**8120 Telesales Representative I** -Under direct supervision, responsible for selling company products and/or services by telephone. Executes telephone and mail marketing to establish and qualify prospective clients. Handles basic inquiries generated by local and/or national advertising. Calls prospective clients and answers routine questions after mailing marketing/sales literature. Establishes, maintains, and expands client lists. Keeps daily record of calls and information requests sent. Accepts orders, closes sales, and prepares appropriate documentation. Maintains current knowledge of industry competition and company products. This is an entry level position in this series. Typically requires some sales experience or evidence of ability to perform the duties of the position. (Hourly)

**8125 Telesales Representative II** -Under limited supervision, responsible for selling company products and/or services by telephone. Executes telephone and mail marketing to establish and qualify prospective clients. Handles more complex inquiries generated by local and/or national advertising. Calls prospective clients and answers complex questions after mailing marketing/sales literature. Establishes, maintains, and expands client lists. Keeps daily record of calls and information requests sent. Accepts orders, closes sales, and prepares appropriate documentation. May assist in the development of marketing materials. Maintains current knowledge of industry, competition, and company products. Typically requires one to three years sales experience. (Hourly)

**8130 Telesales Representative III** -Under general supervision, responsible for selling company products and/or services by telephone. Executes telephone and mail marketing to establish and qualify prospective clients. Handles the most complex inquiries generated by local and/or national advertising. Calls prospective clients and answers critical questions after mailing marketing/sales literature. Establishes, maintains, and expands client lists. Keeps daily record of calls and information requests sent. Accepts orders, closes sales and prepares appropriate documentation. Assists in the development of marketing materials. Maintains current knowledge of industry, competition, and company products. Typically requires at least four years sales experience. (Hourly)

**8135 Telesales Manager** -Manages the telesales unit and telesales representatives for the organization. Responsible for market development, setting targets, and insuring revenue generation in the telesales unit. Responsible for training and supervision of daily telesales activities. Typically requires at least seven years of sales experience with two years or more years in a management capacity. (Yearly)