

Technical Customer Service

Applied Products is a complete assembly and process solutions company. We provide technology and assembly solutions to improve operational efficiencies and cost effectiveness for our industrial and manufacturing customers. AP is seeking a self-motivated Technical Customer Service Representative for its Thermal Products Group with a primary focus on commercial and industrial sales of its heat trace cable product line.

Responsibilities Include: Accept and process customer orders. Provide customer service / design assistance for commercial and industrial sales. Prepare detailed and comprehensive proposals for consulting engineers and contractors. Use basic understanding of electrical plans and specifications to meet job, code, and electrical contractor's requirements, as well as the ability to provide design-build solutions and value engineering proposals to existing designs.

Qualifications: Ideal candidate has A.A. degree or equivalent from a two-year college or technical college in an Electrical, Construction, or Mechanical program, or 6 months to 1 year related experience and/or training; or equivalent combination of education and experience. Good understanding of the engineer/contractor relationship is a plus. Candidate must possess outstanding written and verbal communication skills; be highly organized; proactive; and work well independently and as part of a team. Must possess keyboarding skills and be proficient with MS Office. Experience with contact management and enterprise applications a plus. Must be able to effectively build relationships with new customers as well as maintain and continue existing relationships.

Qualified candidates please send resume to:

JoAnn Dimino

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