



Inside Technical Sales Engineer

Founded in 1990, Diamonex® (a division of BEST Engineered Surface Technologies) has a 26,000-square-foot facility in Allentown, Pennsylvania. Diamonex® provides unique coating solutions to improve performance and extend component life in diverse industries and challenging operating environments. With over 46 patents generated by our R&D team, our goal is to continually enhance the quality and service we provide our customers. Diamonex® has been developing diamond-like carbon (DLC) and polycrystalline diamond coating (CVD) technologies since 1990, utilizing Plasma Enhanced Chemical Vapor Deposition (PECVD). In addition to coatings, Diamonex® has developed unique ion source technology designed specifically

Reporting Location:

7331 William Ave Allentown, PA 18106

Shift:

8:30 a.m. – 5:00 p.m. Monday-Friday

Responsibilities:

- Identify and qualify potential customers via inbound lead follow-up and outbound calls for Thin Film Coating Applications
- Actively listen to customer requirements and translate them into appropriate product solutions
- Ensure customer satisfaction
- Develop and maintain relationships with both new and existing customers to foster trust and loyalty
- Offer our team's expertise on product features and applications
- Follow up on leads while working with other departments to ensure smooth timelines and customer satisfaction
- Assist in the understanding of prototype requests and/or scope of work contracts and contractual changes
- Quoting
- Participate in training programs as required by the company
- Exemplify and embrace our BEST values
- All other duties, as assigned

Qualifications:

- Technical Sales experience required
- Engineer preferred
- Bachelor's degree preferred
- Must be willing and able to travel when needed

- Excellent communication skills with all levels within the company and the customer's organization
- Excellent organizational skills, including on-time reporting and updating appropriate documents
- Proven track record of increasing sales and revenue in a relevant environment
- The ability to work with a diverse culture to find ways to improve processes, quality, and safety
- Mechanical Design & Drawing, along with AutoCAD experience, preferred

Why BEST:

- Growing company
- Competitive compensation plan with weekly pay
- Robust and reasonably affordable benefits package
- Generous paid time off plan with 9 company-paid holidays
- 401(k) matching with immediate 100% vesting on employer contributions
- \$100 expense reimbursement for steel-toed shoes for safety
- 100% company-paid basic life insurance
- 100% company-paid short-term and long-term disability insurance
- Opportunity for growth and professional development

We are an Equal Opportunity Employer committed to diversity in the workplace. All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity, or any other factor protected by applicable federal, state, or local laws.