

Service Sales Engineer

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Company: Tanqeeb

Location: Qatar

Category: other-general

Service Sales Engineer

Take your next career step at ABB with a global team that is energizing the transformation of society and industry to achieve a more productive, sustainable future.

At ABB, we have the clear goal of driving diversity and inclusion across all dimensions. Together, we are embarking on a journey where each and every one of us, individually and collectively, welcomes and celebrates individual differences

You will be working as Service Sales Engineer, will be the part of Electrification Business Area for Services division based in Doha, Qatar. In this role you will be responsible to drive service sales process in collaboration with the Service Sales Manager and/or Service Manager, generate service sales opportunities and secure profitable sales within the designated areas, focus on installed base penetration (IB) and sell the entire service product portfolio in collaboration with other ABB service units, build long term customer relationships and ensure immediate response to specific customer needs and issues.

This position reports to

Qatar Marketing & Sales Manager

Your responsibilities

Implementing service sales strategy, penetrating IB, promoting various upgrade, retrofit and value add solutions to the benefit of the customer and ABB, understanding the

channel strategy and the establishment of related prices and preparing sales plans, reviewing them and proposing recovery plans when needed

Regularly updating installed base in ServIS (the approved Service database) with the changes made at site, utilizing IB database to understand the existing installed base (IB), identifying and developing sales opportunities for service products and solutions for penetrating the existing IB/new IBs in the market

Focusing on the entire service portfolio to secure profit for assigned business/product groups, generating service sales leads and developing new market opportunities by utilizing market trend information, identifying and exploring potential new service portfolios and taking a one ABB approach to leverage other colleagues' portfolios

Establishing long term customer relationships by understanding customer requirements and applicable regulations and demonstrating in-depth technical service product/solutions knowledge to promote Life Cycle Management (LCM), registering customer feedback and ensuring customer satisfaction throughout the sales process

Planning and performing the right number of weekly sales visits, reporting them on CRM, reporting leads/opportunities, managing and updating pipeline in CRM, selling entire service product portfolio to expand ABB footprint in the designated areas, charting out and monitoring sales proposals, tenders and following up proposal statistics

Preparing ABB's service offerings based on customer need and in coordination with the local Service Sales Manager and/or Service Manager, communicating contract details in accordance with ABB offering and strategy, managing administrative sales processes

Acting as a marketer/salesperson of ABB's service products and solutions during marketing activities (campaigns, trade fairs, exhibitions, conferences, customer meetings), translating the needs of customer into relevant ABB service offerings and solutions

Contributing to risk assessments related to price and quality, registering required information into the appropriate customer database, ensuring technical reliability, safety and cost-effective solutions to satisfy customer's needs, complying with health and

safety directives

Your background

Bachelor's degree – Bachelor of Engineering

5 to 7 years of proven relevant experience

Fluency in English language is mandatory

Benefits

Retirement plan

More about us

ABB's Electrification business is responsible for the go-to-market strategy and generating profitable growth for the Electrification Business Area. Our 10, strong commercial team represents the portfolio of all Electrification Business Area Divisions in over countries. Our unmatched domain expertise across key industry verticals and channels combined with our truly global footprint makes us able to deliver extraordinary business results, supporting our customers with solutions which address their current needs, whilst considering the future emerging trends such as Urbanization, Digitalization and Shift to Electricity and Sustainable Energy.

Work model: on site #LI-onsite #J--Ljbfrr

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