

JOB POSTING

Shelley Automation Inc. is a leader in providing cutting edge automation products and solutions. We are looking for a candidate in our Cambridge office location to assist our current and potential markets with support of our products and applications. This is a customer service role where you will be directly involved with the customer. This position will play a pivotal role in sales and pre-sales process, as the first point of interaction between customers and Shelley Automation. This person will assist with order expediting, maintaining open order reports, and working with shipping to pick and process rush orders. Duties will also include the placement of orders, quoting and any other customer queries.

Please submit resumes to info@shelley.com

KEY RESPONSIBILITIES

- ✓ Industrial Robotics experience for a variety of applications. Knowledge of collaborative and autonomous robotics is an asset.
- ✓ Strong English **communication** skills, both written and verbal are an absolute must. Personable and professional with a knack for speaking to a wide variety of personalities.
- ✓ Comfortable presenting to audiences in a sales capacity, as well as providing product training and some technical support as necessary.
- ✓ Experience managing CRM platforms, updating platforms accurately and on time.
- ✓ Knowledge of the sales cycle, from beginning to end, able to contribute at every step along the way.
- ✓ Some exposure to marketing and developing sales promotions would be an asset.
- ✓ "C" language or similar programming experience is preferred. Willingness and ability to learn and use sequential programming languages for application testing.
- ✓ Experience with machine vision systems is preferred.
- ✓ Experience with Servo's and Pneumatic systems is an asset.
- ✓ Must be self-directed and self-motivated; able to take daily assigned tasks and complete them with minimal direction or assistance.

SKILL REQUIREMENTS

- ✓ Must be able to demonstrate excellent communication skills, both written & verbal
- ✓ The ability to organize and manage multiple priorities.
- ✓ Problem analysis and problem resolution at a functional level
- ✓ Strong customer orientation
- ✓ Excellent interpersonal and communication skills
- ✓ Superior Computer proficiency

EDUCATIONAL REQUIREMENTS

- ✓ A Degree or Diploma in an Engineering field such as Automation, Mechatronics, EE, ME or equivalent is required.
- ✓ 1-3 years of customer experience is preferred