



Samsung HVAC Job Description

Job Title: Product Applications Manager
Department: Product Applications
FLSA Status: Exempt
Position reports to: Product Applications Sr. Manager

Position Summary (Purpose of job):

This position will be responsible for managing the Applications/Pre-sales team members activities and projects. This includes, testing new technologies and tools that could be integrated into the company's product offerings. In conjunction with the Marketing department, creating and developing new department processes and marketing materials. Reviewing requests to install products in scenarios that are not outlined in standard installation and technical manuals. Facilitating product and service presentations to technicians, customers, and contractors, and working with the Technical Services team to create reports for clients. As well as, creating HVAC control diagrams, custom logic, and explanations for Samsung HVAC controls and software.

Must have exceptionally strong DVM S (VRF) and inverter driven mini split product knowledge, specifically with regard to all technical aspects, system operation, application, deep understanding of internal operation of these systems refrigeration circuit and their control functions. Samsung DVM S previous product knowledge experience will be especially desirable.

In addition, this position will also be responsible for providing technical, applications, pre-sales and quotation assistance to direct customers and the Sales Department by identifying and providing solutions for all technical issues and questions during the sales process. Also, spending time working with the Technical Services Department, project managers, contractors, product marketing managers and construction engineers to provide cost estimates. Additionally, coordinating with manufacturing personnel regarding time estimates, testing of current products, designing product improvements of existing products, and recommending new products or modifications to current products. As well as, assisting in the management of technical documents for the Samsung HVAC website, programs and applications.

Key Responsibilities

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1.	Responsible for managing responsible for managing the Applications/Pre-sales team members activities and projects	30
2.	Support customer inquiries via email, phone, and in-person (when applicable) along with other Application team members	20
3.	Establish and work with all team members to ensure that departmental strategy for the pre-sales team provides exceptional support to external and internal customers	10

4.	Build strong working relationships with all other departments through application & product knowledge, communication and collaboration	10
5.	Educate and train customers pre-sales staff on application related matters to enhance the customer support and individual development	10
6.	Develop pre-sales/application approval processes for engineered applications of all products, especially DVM S (VRF).	10
7.	Provide technical oversight supports to product-marketing content created by Marketing and Product teams. Assist is creating technical materials including guide specs, submittals, technical bulletins, and other documents as required.	10

100%

Minimum Job Qualifications:

Education/Training –

- Bachelor’s Degree in a mechanical, electrical, construction or physics-oriented curriculum
- 5 plus years of HVAC Product Applications/ Presales experience a plus

Business Experience –

- Outstanding written and verbal communication skills
- Demonstrated knowledge of posing, messaging, and branding of product marketing campaigns
- Enthusiastic, performance-driven self-starter and team player
- Detail oriented and ability to manage multiple tasks with different deadlines and customers
- Possess a sense of urgency to meet deadlines and works well under pressure
- Must have experience with Microsoft Standard Office Suite and extensive use of (Word, Excel, PowerPoint) and Adobe Pro.

Specialized Knowledge/Skills –

- Applicable HVAC field experience preferred.
- Past exposure to a product management role and/or writing HVAC product specifications is helpful
- Strong aptitude for determining the optimal way to position products in the market
- Embrace new technologies and business savvy
- Strong desire to interface with internal and external customers

Working Conditions:

Environment (Office, warehouse, etc.) –

- Operate a computer keyboard, telephone and view a video display terminal more than 90% of work time.
- Visual acuity, color distinction, and numeric and character detail distinction for the analysis and preparation of statistical reports and information
- Comfortable with presenting in front of groups of people (2-50).

Physical Requirements (Lifting, standing, etc.) –

- Lift, move, or adjust general office equipment, boxes, or materials weighing up to 25 pounds using proper materials handling equipment and procedures
 - Occasionally work additional hours beyond normal schedule
 - Ability to travel as needed both (Domestic and International)
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(This description is general in nature and is not intended to be an exhaustive list of all responsibilities. Other duties may be assigned as needed to meet company goals.)