

Sales Engineer

Company Description

Ever stared in awe at the view from the top of the Empire State Building? Been privy to one of the four giant panda exhibits in the USA at the world famous San Diego Zoo? Screamed like a small child while going down a 95 degree drop at Hershey Park with nothing but a thin metal rail between you and the pavement below? If you have, you have used Gateway Ticketing Systems' products when you bought your ticket and walked through the gate. Our top 100 (and we have over 400) customers collectively sell over 200 million tickets a year -- that is more than Ticketmaster. Our systems are installed in the busiest theme park in the world, the largest ferry system in the USA, and the most popular zoos, aquariums and museums globally.

While we are an established company with over 20 years in business, we still maintain that special start-up mentality. We believe in a work-life balance and offer flexible work hours that include working from home. As the leader in a fast-growing, fast-moving industry, we're able to help guide the direction in which that industry moves.

Job Description

Gateway Ticketing Systems is looking for a full time Sales Engineer to perform the following tasks.

- Performing phone, Web, and occasional onsite sales support functions including in-depth product demonstrations.
- Assisting Sales Representative in completion of proposals (RFP, FRI, ITT, etc.).
- Training incoming Sales Engineer I employees.
- Attending and participating in the preparation of trade shows and user group meetings.
- Designing and Maintaining the Galaxy Demo Database used by Sales Department.
- Provide product training to other sales team members.
- Writing specific and detailed technical responses to proposals that are customized for each customer.
- In depth knowledge of customer usage of Galaxy software as it relates to industry operational procedures.
- Using CRM to record personal sales activity with clients.
- Using Microsoft Outlook for all company-related email purposes. Benefits include proper support for meeting requests and email encoding formats.
- Sending email notification to President and Executive Vice President with names of contacts and organizations scheduled for contact before embarking on sales trips; include estimated project revenue and trip expenditures.
- Submitting trip reports to Management within 7 days on completion of a trip.
- Ensuring information is provided to HR in a timely manner for updating the intranet Locator.

What we can do for you

- Competitive salary in a low cost-of-living area
- Medical, dental, vision and prescription benefits
- Over three weeks paid time off from date of hire -- You don't have to work *all* the time.
- 401k plan with matching -- Because some day you actually will retire
- Flexible hours , including the opportunity to work from home
- Awesome small town Pennsylvania environment with an easy drive to Philadelphia. We probably have more pizza parlors and sandwich shops per square mile than any other place in the world. We're also just a few hours' drive from Washington, DC, the Jersey Shore, and New York City.
- Casual work environment – With a small contribution that goes to one of our many charities, you can even wear shorts and a t-shirt.
- While our work environment is casual, we take our core values very seriously: Customer Care, Integrity, Passion, Accountability, Teamwork, and Communication
- Life and disability insurance – No one really likes to talk about this but if you need it, you and your family are covered.

What we are looking for from you

- Strong writing, editing and proofreading skills.
- Experience writing proposals for customers.
- Good interpersonal and communication skills, including exhibiting good manners and patience when working with customers, both internal and external.
- Ability to prioritize and handle multiple projects simultaneously.
- Ability to work/communicate to all levels of management and knowledge-based personnel and keep a professional demeanor at all times.
- Ability to work both in a team environment and on an individual basis.
- Ability to write articles using original or innovative techniques or style.
- Ability to develop graphical charts, diagrams, and artwork using Corel, Visio and other graphic tools as necessary.
- Strong knowledge of MS-FrontPage or similar Web designing software.
- Strong knowledge of MS-Word, MS-Excel, MS-Project, MS-Outlook, and SQL
- Knowledge of networking and Microsoft Windows.

Additional Information

Please send your resume and salary requirements to employment@gatewayticketing.com. Extra points will be given for creative cover letters.

And now, for the stuff Human Resources makes us say: We can only accept applicants who have the permanent legal right to work in the United States and are available for an interview in Pennsylvania. Excellent candidates can be relocated. Gateway Ticketing Systems, Inc. does not discriminate in employment matters on the basis of race, color, religion, gender, national origin, age, military service eligibility, veteran status, sexual orientation, marital status, disability, or any other protected class. We support workplace diversity.

