

Entry Level Sales Engineer

4/07/2010

San Diego, CA

Company Information

Founded in 2004, Localeze helps national brands and local merchants to structure, enhance and distribute data that will make them prominent to consumers searching for local goods and services online.

Key Responsibilities

This is a unique entry level position for an engineer to join our Operations team and deliver quality service to customers, during technical implementation and ongoing support. This person will own technical relationships with clients and maintain customer satisfaction. In addition, they will:

- Learn and understand technology services delivered to a broad array of businesses and publishers for local search.
- Coordinate with sales to implement client solutions and establish an ongoing communication for future engagements.
- Train client contacts and developers on our service, integration needs, and how to manage their data within our application.
- Our service solutions run the gamut of a web application for clients to enter data to APIs for client engineers to integrate.
- Recommend client solution based on understanding of their needs and technical competency.
- Configure client accounts, deliver documentation, and troubleshoot implementation issues.
- Provide responsive service to clients for daily operational tasks, such as updating client data and reporting requests.
- Coordinate level 2 assistance for clients between support team (level 1) and engineers (level 3).
- Proactively monitor client activity and provide client's feedback on issues or best practices

Qualifications

- 0 -2 years of relevant experience
- Strong analytical and problem solving skills
- Working knowledge of data, technology, and systems
- Excellent written and verbal communication skills
- Highly credible and persuasive in all interactions with clients

Education

- Bachelor's degree in Business, Computer Science, or related field.

Submission Guidelines

- Candidates should submit a resume and cover letter in Word or PDF format
- Salary requirements must be included
- Email preferred method of retrieval; please reference the job title in the subject line of the email correspondence

Contact Information:
Attn: Corporate Recruiting Manager
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