



Genasys™

Our Company

Genasys Inc. (formerly known as LRAD Corporation), is the innovator and distributor of the Long Range Acoustic Device™ (LRAD®) product line. Genasys' directed sound products and systems enable security personnel to communicate clearly at safe distances, providing focused acoustic output to intelligibly transmit critical information, instructions and warnings at distances of 300 to 3,000 meters. In addition, Genasys has created a Mass Notification product line to include mobile and fixed outdoor speakers for clear communication and early warning. In January 2018, Genasys acquired a proven fast technology to deliver SMS and/or Cell Broadcast along with a cloud-based information distribution platform to desktops and cell phones which can be seamlessly integrated for use with the LRAD Speakers.

The ideal candidate will have a willingness to learn the LRAD product offering with mass notification and directional speakers that are sold both internationally and domestically. This is a fast paced, multi-tasking position with customers and field sales located throughout the world with immediate needs, working within different time zones. This requires excellent communication skills both verbal and written. The Technical Sales Support position will report directly to the Director of Program Management and act as a liaison between the Sales, Operations, Financing and Engineering departments.

Technical Sales Support Position Overview

- Responds to incoming inquiries regarding products and/or services.
- Supports customers and our domestic and international field sales team with information efficiently and courteously.
- Participates in investigating and resolving semi-complex problems.
- Supports proper product selection, price quoting, and scheduling.
- Provides presales activities that include system design, product description definition, quote review and bid proposal preparation.
- Manages representative agreements, assists in completion of bid forms and registrations
- This is a great opportunity if you are technically savvy, enjoy customer interaction and have strong verbal and written communication skills.

Responsibilities

- Provides pre-sale activities which include acoustic map design, part number/quotations while working closely with engineering to determine the complete proposal for Mass Notification.



- Reviews quotations and bid preparation for accurate order entry.
- Effectively coordinates and communicates activities and resources to ensure customer expectations and commitments are met while delivering high quality service.
- Understand the LRAD product line and Genasys software capabilities and know how to communicate in a pre-sales environment.
- Provides support, prioritization and coordination of assignments with field service personnel.
- Join sales staff on customer conference calls and onsite visits to establish and support technical discussions.
- Serves as the main point of contact for the field sales team to ensure expectations are being met.
- Coordinates and maintains reports on a daily and weekly basis of open and active projects to the Director of Program Management
- Maintains and communicates price lists and process changes to sales personnel.
- Subject Matter Expert in full product offering, including mass notification hardware and software
- Willingness to support through travel and trade shows with the possibility to grow into an outside sales representative.

Requirements

- College degree preferred but not required
- Ability to simplify and explain complex processes and technologies
- Attention to detail and the ability to learn quickly
- Willingness to learn with a strong interest in how products work and why
- Proficient with Microsoft Suite (Excel, Outlook, PowerPoint, Word and Visio)
- Excellent communication skills; both verbal and written
- Excellent listening skills resulting in a high level of customer satisfaction
- Understanding of mechanical, electrical and software systems
- Desire to win and be part of a winning team
- The ability to work well in a dynamic, fast-changing environment
- Must have flexibility to communicate off-hours both international and domestically
- Must be able to travel up to 50%
- Must be able to routinely lift 25 pounds
- Must be able to sit and stand for several hours per day
- Must be a self-motivated, self-starter
- Previous experience in customer support (in-person, remote, phone and email)
- Previous international travel experience preferred



- Previous ERP system with Microsoft Dynamics 365 a plus
- Previous experience in public tenders and military sales a plus

To learn more about our company, please visit our website at: www.genasys.com, Company, Careers.

Genasys Inc. is committed to workforce diversity, and we are proud to be an equal opportunity employer.