

Viking EMEA

Where passion meets protection



Inside Sales Engineer, Water & Foam

Viking EMEA is actively expanding and to enhance our position on the market we are looking for the right person to join as an Inside Sales Engineer to join our growing team in the Middle East.

As an Inside Sales Engineer, you will play a critical role in driving revenue and supporting our customer base through expert product knowledge, solution-driven sales, and exceptional customer service. The role operates as a bridge between Customers and Customer service / Technical / Sales Teams. You will collaborate closely with both internal teams and external clients to deliver customized solutions that meet industry standards and specific client needs whilst demonstrating a comprehensive understanding of Fire protection products.

The Inside Sales Engineer has the following objectives:

- Interpret customer requirements, gather proposals, specifications and related documents and liaise with stakeholders in order to convert specifications to cost estimates for new and current products
- Maintain accurate records of target accounts, opportunities, quotes, projects, contacts and correspondence in company databases
- Achieve relevant targets and KPI's proposed by the Business leader
- Adopt a flexible approach to workload and assume new responsibilities where appropriate

The responsibilities include but are not limited to:

- **Customer Engagement:** Respond to inquiries from existing and potential clients, providing expert guidance on fire protection products and solutions. Inside Sales Engineer must be able to identify and provide reliable solutions and ensure complete customer satisfaction through all stages of the sales process
- **Customer Relations:** Building relationships with new and existing customers. Develop new customers and work on smaller accounts and develop them in larger accounts by offering package solutions and cross selling
- **Solution Design:** Collaborate with customers to understand their requirements and recommend tailored fire protection solutions that align with their needs
- **Product Knowledge:** Maintain in-depth knowledge of our fire protection systems, including their applications, features, and benefits, to effectively advise clients and support the sales process
- **Sales Support:** Assist the external sales team with quotes, technical documentation, and proposals. Help ensure that customer requirements are clearly understood and conveyed to the production team
- **Technical Assistance:** Provide pre- and post-sales technical support to customers, addressing product-related questions and troubleshooting issues
- **Communication:** Communicate clearly and confidently with customers and deliver product overview presentations when required
- **Monitoring :** Regular follow up on quotations to maximize the rate of conversions. Monitor the stages of a project to

make sure that costs are kept in line with forecasts. Investigate and identify cost reduction opportunities through cost analysis review

Location and travelling:

The position is an office-based role in Dubai, JAFZA. The role reports to the Regional Sales Manager

Qualifications and experience:

- 3 to 5 years Previous experience within Technical Sales ideally in a manufacturing or product Supply environment
- Engineering Degree
- High level of commercial awareness and Understanding of Water & Foam Based fire protection products
- Highly numerate with the ability to research, assemble manage and work on numerical information.
- Expert knowledge of MS Office with the focus on Excel estimating pricing models and cost management tools
- Strong technical mindset and able to read and interpret technical data and translate to others
- Able to communicate fluently in English

Personal characteristics:

- Mathematical, analytical and research skills
- Problem Solving & Customer focused
- To be organized accurate and have an eye for detail
- Being an enthusiastic individual who has excellent communication skills able to fit into a in a close-knit team environment as part of an expanding Business

Our offer:

Stable company: for over **three decades**, our company has stood the test of time, weathering economic shifts, technological revolutions, and industry changes. We're not just stable; we're a ship that has sailed through storms and emerged stronger. Be part of a team that values tradition, experience, and unwavering commitment.

Package: we offer a **competitive compensation package** that recognizes your expertise and dedication. Plus, enjoy the added perk of **exciting work travel opportunities** that broaden your horizons and enrich your professional journey

Great place to work: we're not just a big company; we're a close-knit community that spans continents. As you contribute to impactful projects, you'll experience the best of both worlds: the resources and reach of a multinational structure combined with the warmth and support of a tight-knit family. **Grow your career** with us, collaborate across borders, and enjoy the **advantages** of a truly **inclusive and nurturing environment**. Apply now and become part of our extraordinary journey!

As a member of the Minimax Viking Group, Viking stands tall on the global fire protection stage with 10,000 employees and an annual turnover of over €2.4 billion.

Viking EMEA is a key player in distributing our fire safety products and systems across Europe, the Middle East, and North Africa. Serving over 2,100 clients in 74 countries, we deliver everything from sprinklers to advanced detection systems, meeting both commercial and industrial demands.

At Viking EMEA, we foster an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We believe in the power of collective intelligence and encourage a culture of collaboration and creative thinking.

Be part of our passionate community where every role is essential, every idea valued, and every day is an opportunity to contribute to saving lives and property.