



Foodservice Application Specialist

Server Products is looking for a Foodservice Application Specialist (Applications Engineer) who will be responsible for optimizing equipment solution of new projects and optimizing applications for small-wares equipment in the foodservice industry. Solve customer use cases of major projects by harmonizing customer needs with in-house capabilities and capacity. You will possess value-based, consultative sales skills to balance existing product offerings and new product introductions. Previous restaurant experience; this is the perfect opportunity for someone who previously worked in a restaurant and would like to experience career growth.

Located in Richfield, Wisconsin, Server Products, Inc. is one of the world's leading manufacturers of innovative products for the restaurant and foodservice markets. Our portfolio includes a breadth of industry-leading food warmers, dry food dispensers, condiment and syrup pumps and other energy and water saving solutions for the foodservice industry.

If you are up to a new challenge, here is what you will be responsible for:

- Optimize equipment based on spatial and electrical requirements of users.
- Conduct research to recommend solutions to the end user.
- Identify and enhance value proposition of equipment in user-specific environments
- Compose and present total cost of ownership (TCO) and savings calculations for specified equipment.
- Maintain customer flavor profile of menu items within operational limitations.
- Calibrate portion-control for menu item requirements.
- Audit user manuals and cleaning instructions/recommendations for product uses.
- Up-sell and propose change orders, as applicable
- Proactively initiate test lab requirements and submit test requisitions to validate proposed equipment package
- Execute due diligence for change requests (CRs)
- Formulate requirements with sales for New Product Requests.
- Participate in Initial Feasibility Reviews, Operational Risk Assessments and other steps in the NPD process.
- Analyze chain/trade show demo units and provide recommendations (with Product Management)
- Performs other duties or responsibilities as requested or required

Education

- Four-year degree in culinary arts, restaurant management, engineering, food science, and/or equivalent experience.

Experience: Preferred

- Minimum 5 years spent in the food service industry
- CFSP
- FSP certification beneficial
- Familiarity with electrical controls, thermodynamics, heat transfer and fluid dynamics

Skills & Abilities

- Familiarity with applicable standards in global foodservice (NSF, UL, GB, CE, etc.)
- Ability to ask probing questions and analyze customer history and patterns.
- Apply fundamental concepts to projects at hand.
- Excellent judgment & discretion.
- Strong communication skills.
- Ability to travel for trade show and customer support up to 30% of time.
- Professional image.
- Ability to work independently.
- Creative, self-motivated sales ability.
- Proficient in use of MS Office, especially Word and Excel.

We provide competitive compensation and benefits and profit share. If interested, please submit a cover letter that includes salary requirements.