



Please submit your resume, cover letter, references and a signed [OLEDWorks application agreement](#) to careers@oledworks.com for consideration of employment.

Position Title: OLED User Experience (UX) Consultant
Department: UX/Technical Sales Engineering
Division: R&D
Reports To: Director, OLED User Experience (UX)
FLSA Status: Exempt

About Us:

OLEDWorks' mission is to empower our customers to make unique products with the world's most advanced, best performing and highest quality multi-stack OLED technology. OLEDWorks' vision is to bring the unique beauty, unmatched performance and earth-friendly sustainability of OLED technology into products that change the way people light spaces, display images and communicate information.

Creating world-class, cost-effective solutions requires an entirely new approach that breaks from traditional OLED manufacturing paradigms. With production in Aachen, Germany and in Rochester, New York, OLEDWorks boasts two innovative and complementary manufacturing platforms that deliver affordable OLED solid state lighting panels. OLEDWorks is uniquely positioned to offer volume production while expanding product portfolio to enhance design inspiration.

With a focus on performance excellence, flexibility and responsiveness, OLEDWorks enables our customers to adapt quickly to market demands. OLEDWorks is singularly positioned to deliver OLED lighting engines to our integration partners – the creative collaborators in the luminaire, design, architecture and adjacent markets.

Our team is comprised of global OLED pioneers and manufacturing experts. As key inventors, innovators, and implementers for the processes and equipment that manufactured the world's first active matrix OLED display and the highest brightness light panel, OLEDWorks has significant OLED production experience and unique insight into manufacturing strategies specifically tailored to lighting.

Job Summary: The OLED UX Consultant is responsible for performing duties as a technical sales engineer. Key areas of focus are sales support, thought leadership and education, strategy and product development, and project management specific to R&D and government projects.

The OLED UX Consultant supports sales productivity and deal flow by securing the “technical close” in complex solutions. Collaborates with sales, marketing, service, R&D, and other support resources to ensure proposed deals include technical solutions that accurately address customer need and are appropriately supported by key customer decision-makers. Uses technical skills to explain the benefits of OLED products to potential customers and to show how our products are better than their competitors' products. Creates client interest in buying our product, provides

guidance and recommendations to the Director of Global Sales based on technical requirements and specifications, and assists the sales team in completing the sale. Understands requirements from customers and adjusts products or solutions accordingly. Provides education and technical presentations that explain the technical aspects and benefits of the OLED products and how it will solve specific customer needs. Overall, supports marketing and sales by aligning technical expertise, competencies and knowledge with the sales process.

Supports market research and product development efforts to help inform product strategy. Continues to work with R&D and production departments to help identify and develop new products and expand portfolio. May manage projects for the R&D team for internal, contract, and government projects.

Essential Functions:

- Sales Support – For All Customers and Prospects within the target markets and programs assigned.
 - Proactively scopes the technical solution required to address customer requirements, assess customers’ needs, and recommend solutions, ensuring appropriate support for the proposed product solution. Creates proposals and cost estimates for all opportunities while assessing risk of potential solution.
 - May participate in pricing discussions to support products and solutions.
 - Answers and responds to RFI/RFQ/RFP together with the sales team.
 - Assists in establishing new accounts and servicing accounts by identifying potential customers.
 - Identifies additional business development opportunities within established customer relationships or accounts, and loops in the sales team to opportunistically pursue and ensure these opportunities are effectively managed.
 - Prepares and delivers technical and educational presentations explaining products and technology to customers and prospective customers. Gains customer or prospective customer acceptance by explaining or demonstrating product portfolio or potential solution. Acts as an OLED Ambassador for OLEDWorks.
 - Provides product, service, or equipment technical and engineering information by answering questions and requests.
 - Monitors customer support for technical solutions proposed throughout the sales process and alerts the operations team to potential of deal closure.
 - If required, acts as a Project Manager for each deal to ensure the final solution is delivered towards customer’s expectation and initial proposals and cost.
 - Follows and shares market technological needs and evolution with appropriate team members.
 - Shares and works with sales manager on assigned targets for profitable sales growth in assigned product lines and/or market areas.
 - Prepares sales technology reports by collecting, analyzing, and summarizing sales information and product trends to facilitate product development and technology Roadmap.

- Contributes to sales technology effectiveness by identifying short-term and long-range issues that must be addressed; recommending options and courses of action; implementing directives.
- Increases professional networking and visibility by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies, etc.
- Thought Leadership and Educational Marketing
 - Participates in conferences, shows, exhibitions, presentations, educational seminars when appropriate.
 - Provides education, technical information and product awareness training to customers and prospects when needed by marketing or sales. Proactively engages in educational strategy with marketing as it relates to prospects or Influencers.
 - Creates content on a regular basis for the use of all sales and marketing efforts for OLED products and generating awareness. Such content would include blogging, white paper creation, eBooks, seminar materials, website information, sales collateral, and marketing messaging.
 - Creates and manages curriculum for OLEDWorks Influencer Strategy as well as for continuing education with our prospects and customers.
- Vision, Strategy and Development
 - Assists and works with product managers or other team members on evolution of products and portfolio expansion.
 - Participates in OLED Technology Review (“OTR”) team at OLEDWorks.
- Project Management
 - Acts as primary or secondary lead on government, and/or R&D internal or contract projects.
 - Works on various special projects as assigned by the CTO or Management Team (MT)
- Other duties as assigned. Responsibilities and duties, including percentage of time spent in various areas, may change at any time due to the needs of the organization with or without notice.

Education & Experience:

Bachelor’s degree from a four-year college or university in engineering, business administration, marketing or related field of study, and 5-7 years of technical experience within OLED business required. Technical sales engineering experience preferred.

Competencies & Skills:

- Understanding of OLED and device making, as well as OLED business
- Strong experimental and statistical data analysis skills
- Possess organic and inorganic materials knowledge
- Design thinking
- Sales and competitive analysis skills

- Project and financial management
- Problem solving/critical thinking skills
- Detail oriented and quality focus
- Customer/Client focus
- User-centric mindset
- Relationship management skills
- Interpersonal skills and teamwork focus
- Communication proficiency, both written and verbal
- Independent drive for results
- Resourceful
- Adaptability through periods of change and growth
- Ability to multitask based on prioritization and time sensitivity
- Ability to lead others and develop direct reports
- Working knowledge in Microsoft Office (Word, Outlook, Excel, and PowerPoint)

Physical Demands & Work Environment:

This position primarily operates within a professional office environment also with remote work capabilities. An individual working in this role routinely sits at a desk and uses office equipment such as a computer, phone, photocopiers/scanners, and other peripherals. Travel is required to periodically be in the Rochester office, visit customers, support sales and marketing related trade shows and events, and/or to attend or present at conferences and webinars.

OLEDWorks is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability status, protected veteran status, or any other characteristic protected by law.