

CMA Executive Recruiters

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Technical Services Representative

Location: WC-West Coast

Description

A major North American manufacturer and marketer of basic chemicals and currently has an opening for a Technical Services Representative. This role will support customers in the West Coast region.

The Technical Services Representative is responsible for company quality specification and product stewardship processes, including training and auditing customer representatives. This role facilitates resolution of technical and engineering issues affecting customers and other product handlers and is the technical resource for the sales force, customer service organization and logistics group.

He or she will manage customer stewardship processes to comply with all applicable RC14001 requirements, Conduct customer stewardship assessments and provide written correspondence summarizing performance and compliance, Provide product specific training for customers, carriers and Emergency Response groups, Develop technical product literature and education programs as needed and resolve product application and performance problems

The Technical Services Rep will evaluate and manage customer and product specifications and maintain ISO certified specification system, Facilitate resolution of product quality issues for customer and distributors, Provide direction on market quality needs and trends affecting products Sales/Business Support, Assist Sales in gaining/maintaining customer approval of our products, Support the division's RC 14001 and ISO quality initiative and monitor the technical and regulatory issues that might affect the company business

Requirements

- Bachelor's degree in Chemical Engineering or Chemistry required.
- Minimum 5 years experience in a manufacturing role is required.
- Ability to travel to West Coast customer sites is required.
- Chlor Alkali and environmental knowledge is strongly preferred.
- Must demonstrate the ability to function in a self-directed environment.
- Must be familiar with field concepts, practices and procedures.
- A wide degree of creativity and latitude is expected.
- Must have strong customer service focus, and a high level of resourcefulness.
- Strong interpersonal skills, with the ability to relate to people at all levels, are required.

Position will be based in one of our West Coast sites in Nevada, California, or Washington; other locations may be considered based on business needs.

An equal opportunity employer M/F/D/V
