



# Technical Service Representative, Europe

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## Position Summary:



ArrMaz has experienced rapid growth over the past 10 years in our global business and continued growth is expected. The Technical Service Representative will be responsible for technical support, equipment set-up & maintenance, running/assisting sales people on product trials and troubleshooting performance issues. The technical Service representative will have the basic know-how

to run physical tests on product samples such as viscosity, density and melt point analytical methods. The candidate should have good people skills and ability to work in multiple countries and cultures. **Applicants must live in Europe with easy access to travel and must speak French and English.**

## Primary Duties and Responsibilities:

- Comply with safety protocols for safe work environment at customer industrial plants
- Establish a fundamental understanding of ArrMaz product lines and performance characteristics.
- Technical ability to troubleshoot small industrial equipment such as small pumps and ancillary equipment
- Run product tests or oversee product testing at customer sites
- Skills should include a comfort level in a chemical lab and running simple analytical methods
- Responsible for maintaining and building positive customer relationships
- Ability to interact with sales team to support company needs
- Have good French and English communication and writing skills
- Must live in Europe with easy access to travel

## **Education/Experience Requirements:**

- Engineering or chemistry degree preferred
- BTB experience a plus
- Fertilizer background or experience in fertilizer manufacturing processes helpful but not mandatory

## **Skills and Competencies:**

- Ability to interface and communicate with all levels of the organization
- Technical degree preferred
- Good writing and verbal skills in English and French
- High degree of integrity and trustworthiness.
- Strong analytical and computer skills, excel, power point, etc.
- Ability to work independently with minimum supervision
- Flexibility to handle multiple and changing priorities
- Self-Starter

## **Organizational Framework:**

- This position reports to the ArrMaz SAS Sales Manager.
- This position has no direct reports at this time.

## **Physical Requirements/Working Environment:**

- Up to 70% of time in the field
- Extended travel may be required to customers, primarily in Europe
- Working environment in a fertilizer facility requires physical work that includes lifting, climbing, bending, stooping, crouching, and long hours of standing and walking
- Work is generally outside and exposure to the elements is expected
- The ability to work at remote locations and isolated environments
- Must be capable of working comfortably at multi-floor heights