



Member of H&A Group

HA-International, LLC Job Description

Job Title: Field Technical Service Representative

Location: Westmont, IL

FLSA Classification: Salary Exempt

Company:

HA International's history is rich in product innovations, customer focus and strategic growth. HA International (HAI) was created as a joint venture company in 2001 between Hüttenes Albertus (via Delta-HA) and Hexion (formerly Borden Chemical). In 2016, HAI became a fully owned subsidiary of Hüttenes Albertus. Our parent company, Hüttenes Albertus is the leading international manufacturer of chemical products for the foundry industry. We are thrilled to be among a network of subsidiary and affiliated companies that support the foundry industry worldwide.

Reports To: Field Technical Service Manager

Date: 03/26/2020

JOB DESCRIPTION

Summary

Provide technical service for HA International by assisting Sales with the introduction of new and improved products. Provide feedback to assist with the laboratory development of these products for the foundry industry. Provide training to the customer base in the use of HAI products.

Essential Functions

Technical Service

1. Assist Sales with the introduction of new and/or improved products through coordination and completion of field trials.
2. Trouble shoot existing products to resolve customer issues or complaints.
3. Provide technology to solve customer specific problems.
4. Provide customer training classes to ensure proper and safe use of HAI product line.

Problem Solving

1. Understand and use problem solving techniques to address issues with HAI products, customer processes, and overall issues that arise in the field during trials.

Assist in Product Development

1. Provide field experience feedback to assist with product refinements that better relate to customer needs.

Reporting

1. Report to the Product managers, Research Leader, and the pertinent Chemists results of field evaluations to assist in needed product adjustments and new product refinements.
2. Prepare technical services reports and other office communications covering customer projects and product refinements.
3. Communicate with the customers the results of specific technical service work.

Administration

1. Establish and maintain good communications between the customers, sales, and the laboratory staff.
2. Keep expense reports, mileage reports, employment reporting and any additional company documentation up to date.

Competencies

1. **Courage** - Effective associates know when a course of action is right for the company. These associates make decisions based on business judgment, their sense of integrity, the commonly held values of the company, and the needs of the customer. These associates tell the truth and act ethically at all times. Associates who possess courage have confidence in their ability to make a difference and confront conflict constructively.
2. **Drive for Results** - Associates with a Drive For Results have a desire to get things done, possess a sound work ethic, and demonstrate an unwavering focus on contributing to the bottom line. They consistently meet and frequently exceed performance objectives. Their desire to perform often leads them to establish practical measures that drive sensible business decisions, resulting in the identification of new ways to exceed customer expectations and reduce costs.
3. **Initiative** - Associates with Initiative continually strive to identify opportunities to improve upon individual and organizational performance. These associates think ahead and take action to create opportunities for the future. They are proactive and, while exercising sound judgment, carry out their job responsibilities with little guidance from their immediate supervisor.
4. **Information Seeking** - Outstanding associates use a variety of sources of information to keep informed about issues and topics relevant to their specific job responsibilities and the overall company. These sources of information may be found both within the company (other associates, internal publications) and outside the company (professional contacts, industry affiliations).
5. **Collaboration** - Associates who are outstanding partners find personal satisfaction in working with others to achieve success. This satisfaction drives the associate to collaborate with and support colleagues across the organization. Individuals who are excellent partners work well as part of a team; they listen and respond to others with respect; and they contribute and act on behalf of the larger group, even when it may involve sacrificing their own interests.

6. **Organizational Awareness** - Associates who possess organizational awareness understand how their job responsibilities contribute to the success of the larger organization and recognize the way in which their contributions ultimately impact the company's customers. In order to see the "big picture," it is important for associates to understand the formal and informal structure of the organization AND how the organization interacts with the world outside of HAI.
7. **Communication skills** - Understand and communicate effectively with others using a variety of contexts and formats, which include writing, speaking, reading listening and interpersonal skills.
8. **Integrity** - Earns the trust and confidence of coworkers and customers through honest communication, ethical behavior and professionalism in all interactions.
9. **Problem Solving** - Breaks down problems into smaller components, can simplify and process complex issues, can identify and understand root cause.
10. **Time Management** - Spends time on what is important; does not waste time on unproductive or low priority tasks. Produces excellent results despite time restraints. Capable of managing and prioritizing both everyday responsibilities and broad level, longer term objectives. Comfortably delegates tasks and responsibilities; monitors performance of others without micro-managing.

Skills

1. Ability to use various laboratory and foundry equipment required.
2. Experience in use of computer equipment required.
3. Good writing skills, laboratory technique, and interpersonal skills required.
4. Knowledge of statistical methods, knowledge of various analytical procedures and tools, and good problem solving skills preferred.

Education and Experience

1. Bachelor's Degree in Engineering, Chemistry, Manufacturing or related field.
2. Minimum of 2 years' experience in development and technical services for the foundry industry.
3. Ability to pass a driving record background check (moving violations, accidents, license suspension, etc.)

Supervisory Responsibilities

No supervisory responsibilities for this role.

Work Environment

Physical: Walking, driving, standing, lifting, sitting, carrying, pushing, pulling, climbing, balancing, stooping, kneeling, reaching, fingering, talking, hearing and seeing.

Aptitudes: Must possess the ability to understand the meaning of words and their ideas, as well as instructions and their underlying principles. Perform arithmetic operations quickly and accurately, and possess eye-hand motor coordination.

Temperaments: Must have the ability to accept responsibility, perform duties under stress, adapt to situations requiring precision, and adapt to changing duties and responsibilities. Must be able to adapt to situations involving the interpretation of feelings, ideas, or facts; be able to influence people's opinions, attitudes, or judgments; and be able to generalize, evaluate, make decisions, and perform repetitive work.

Physical Requirements

1. Fieldwork involves working in extreme weather conditions and involves physical work such as handling equipment and carrying out maintenance.
2. Ability to stand for extended periods, walking long distances, and climbing while carrying heavy equipment.
3. Good eyesight, coordination and hearing to communicate verbally and using hand signals.
4. Ability to lift and carry up to 50 lbs.

Travel

Travel is required up to 80% of the time.

EEO statement

HAI is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at HAI will be based on merit, qualifications, performance, abilities and business need. HAI does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, marital status, physical or mental disability, veteran status, sexual orientation, gender identity, genetic information, ancestry, pregnancy or any other characteristic protected by applicable federal, state or local law.