

PLASTICOLORS, INC.
Job Description

Date: __

Written by: Edward W. Capp

Position Title: Technical Service Representative

Department: Sales

Summary of Position:

This full-time position will provide direct technical support to our Top Target Programs and Opportunities by:

- Directly interfacing with customers to define and bring resolution to opportunities and/or problems to satisfy customer needs.
- Design, plan and execute Top Target Program elements in Plasticolor's laboratory, as well as in customers' plants and laboratories, as appropriate to meet customer requirements and expectations.
- Be responsible for the completion of benchwork necessary to resolve the defined issues.
- Provide effective and timely communication at every stage of the project. This will include (but will not be limited to) progress reports, updates, call reports and project milestones reached or missed.

Qualifications:

- BS/BA or experience in an appropriate field.
- Ability and willingness to travel — occasionally, on short notice.
- Excellent interpersonal skills/maturity
- Good understanding of Plasticolors' products and customer processes.
- Knowledge of color and appearance science.
- Knowledge of process theory — both Plasticolors' and customer processes.
- Willingness and ability to continuously increase and maintain skills and knowledge in significant work areas.
- Aptitude for working with electronic computing/communication and mechanical processing devices.

Major Areas of Responsibility:

- Strong customer focus and attention to detail.
- Formal Project Planning (Action Planning and execution).
- Application of problem solving techniques providing resolution to customer concerns and successful conversion of new opportunities.
- Design effective and efficient experimentation to provide resolution to technical issues.
- Complete laboratory and manufacturing trials required and defined by experimental design
- Resource management and maximization.
- Travel — provide on-site support for key and strategic accounts to satisfy customer needs.
- Assure safe handling of products and electrical/mechanical devices in the field.
- Continuous skill development and maintenance.

- Complies with safety rules and regulations, attends safety meetings and training, inspects work area for hazards/deficiencies and initiates action to correct them. Also, reports injury/illness and/or environmental incidents.
- Active support of, and participation in, all appropriate BMS and H, S & E aspects.

Measure of Performance and Accountability:

- Customer satisfaction.
- Quick closure to customer complaint.
- Meeting program and project timelines.
- Success of Retention Programs.
- Attendance at area safety meetings and safety training and completion of H,S, & E Area Checklist (as assigned).
- Prevention of personal injury/illness

Major Interfaces:

- Customers
- Territory Managers
- Sales and Marketing Managers
- Research and Development Management and Staff
- Technicians
- Product Development Specialists

Actions Requiring Approval:

- Project assignment and prioritization
- Manpower utilization
- Purchases over \$300

Actions Not Requiring Approval:

- LWR initiation
- Customer contact

The Incumbent Reports To:

- Technical Service Manager

Positions Reporting to the Incumbent:

None

Apply to: Jeff Craigo at <mailto:jcraigo@plasticolors.com>

Approved by:

Technical Service Manager

Date

Director, Human Resources

Date