



FIELD SERVICE TECHNICIAN

PICO Chemical Corporation is an ISO 9001 certified manufacturer of value based, industrial specialty chemicals and lubricants used by manufacturers of coatings, paints, inks, resins, adhesives, etc., and metal working, metal forming, fabrication, steel producing, steel processing, metal service centers and their industry-related applications since 1976.

We are seeking a field service technician to work with PICO sales personnel and customers to service, assist, qualify, and resolve technical situations, questions, and applications. Related industry experience is highly desirable.

Primary Responsibilities

- Serve as a technical liaison to offer solutions and support and understand customers' needs and requirements.
- Project a professional consultative attitude to generate interest with customers through personal interaction.
- Prepare written field reports and surveys of trials and application implementations for / of PICO products.
- Track weekly, monthly, and quarterly performance, make call notes.
- Provide regular service visits to accounts, collect samples when necessary and prepare written lab requests for lab evaluations and testing.
- Maintain accurate information, and correspondence and interact with sales, marketing, lab and customer service staff to ensure information is understood and presented of product applications and requirements.
- Work with key decision makers and operating personnel at all levels to establish and maintain excellent working relationships in PICO accounts.
- Exhibit decision making, problem resolution and creative thinking skills.
- Provide regular status reports for management on overall service activities and comply with PICO's policies, procedures, and guidelines.
- Exhibit complete confidentiality of proprietary company business.
- In addition, other duties may be assigned and/or required to fulfill this position.

Qualifications

- 3+ years' technical, industrial sales, service experience. Associate or bachelor's degree in chemistry, mechanical, or industrial engineering. Excellent mechanical aptitude necessary.
- Highly motivated, enthusiastic self-starter with punctuality and reliability.
- Must read, write, and speak English as main language and exhibit excellent verbal, written communication, grammar, and phone skills. Multilingual in Spanish helpful.
- Proficient computer, internet, planning, communication, documentation, listening, organization, prioritizing and presentation skills with close attention to detail.
- Experience with Microsoft Office, Excel, PowerPoint, Outlook, etc. Chempax software a plus.
- Manage multiple activities and tasks by shifting deadlines and carrying out given tasks.
- Results oriented, strong work ethic, integrity, and excellent attendance expected.
- Regional travel with occasional overnight stays may be necessary. Current driver's license and clean driving record with current insurance.
- Must pass pre-employment drug test and physical prior to being considered for employment. Able to lift and carry up to 50 pounds as needed.
- Individuals with NDA agreements in a competitive industry may not qualify for employment.

Employment Type: Customer Service. Full time.

Location: 400 E. 16th Street, Chicago, Illinois

Department: Sales & Customer Service. Report to President.

Position Location: Work from home. Occasional office time for meetings required.

Pay Rate: Commensurate depending upon experience.

Probation Period: 90 days to acceptance.

Benefits: Medical / life insurance. Additional Aflac & dental options available. Simple IRA with 3% match, 10 days paid time off (PTO), 15 days at 3 years. 8 paid holidays, Tuition reimbursement (employment-related courses). Travel expenses, Car allowance and regular maintenance.

PICO Chemical Corporation is an equal opportunity employer.

Website: www.picochemical.com