Job Description

Date: June 12, 2015
Position Title: Service Representative - Food Safety - Protein
Position Reports To: Service Manager
Location: Remote - USA
Requisition Number: #15P-12

Service Representative-Protein
West Tennessee, North Mississippi, Arkansas, East Texas or North Louisiana

Opportunity Snapshot
This role in our Food Safety Protein Market segment is your opportunity to provide equipment maintenance and field engineering support for PeroxyChem’s Spectrum & Blitz microbial control program to the protein industry including the design, fabrication, installation, and maintenance of peracetic acid and caustic storage and handling systems at protein customers.

You’ll join a “best in class” supplier of specialty oxidation solutions, and enjoy the foundation of a business with more than 60 years of success, alongside the entrepreneurial energy of a new growth initiative. If you’re looking for a home where you can continue to build your career and professional skill set, while representing strong brands, this role could be your perfect fit. This is a remote role that requires someone with independent drive and self-motivation. The preferred location for this position is West Tennessee, North Mississippi, Arkansas, East Texas or North Louisiana.

PeroxyChem is a global manufacturer of hydrogen peroxide, persulfates, peracetic acid and adjacent technologies and the regional producer of silicates. Our global footprint extends across North and South America, Europe and Asia. It is our vision to be the leading global supplier of oxidation solutions to the electronics, energy, environmental, food safety and other industrial markets. However, our vision is only worthy if it is achieved by building a company founded on strong core values of people, safety, innovation, customer focus and growth.

PeroxyChem has a strong foundation and the backing of One Equity Partners, a global investment firm with a deep understanding of the chemical industry and a strong commitment to our business strategy, customer relationships and markets. This support allows PeroxyChem to defend a strong market position in an attractive industry while enabling it to continue to focus on developing specialty end markets and unique technologies for fast growing applications.

We are an Equal Opportunity Employer, EEO, AAE, MFDV and supports a drug free workplace.

The Requirements
To meet the basic qualifications for this role you will be legally authorized to work permanently in the United States for any employer without requiring a visa transfer or visa sponsorship. To be a good fit you should also have:

- BS degree desired. Specific experience in poultry industry or maintenance related positions may substitute for education requirements.
- Technical service in food processing industry, experience in meat and poultry market strongly preferred.
- Basic proficiency with mechanical skills including pipe fitting and welding and equipment repair.
- Process engineering skills with design necessary.
- Ability to manage several projects/tasks simultaneously.
- Understanding of operational time demands and sense of urgency present in protein slaughter industry
- Basic understanding of control systems.
- Understands impacts of material compatibility.
- Demonstrated ability to write and present clear and informative business and technical information.
- Requires work in a poultry & beef processing plant environment- Experience and exposure to slaughter plant environments for poultry.
- Requires the ability to work well in a team environment.
- Good PC skills including Microsoft Office Suite applications (e.g. Word, Excel, PowerPoint, Outlook)

Just as important as your experience and skills will be the following characteristics and competencies:

- A customer-focused, action-oriented mindset, and the drive to develop and grow your business
- Focused on customer deliverables and time sensitivities
- Relationships and work built on integrity & trust
- Strong organization, prioritization and time management skills

In addition to the requirements listed above, you should be able to travel overnight approximately 70% of the time. There will be regular weekend work required.
The Role
As a Service Technician, to provide equipment maintenance and field engineering support for PeroxyChem’s Spectrum & Blitz microbial control program to the protein industry including the design, fabrication, installation, and maintenance of peracetic acid and caustic storage and handling systems at protein customers. On a daily basis you might walk through the slaughter plant, check the system, speak with the plant manager and safety manager, witness operations across multiple shifts, troubleshoot equipment issues, and more. You will utilize your operations experience, technical expertise in processing, and knowledge and skill with regulatory agencies and regulatory procedures to provide top-notch sales and support for your customers, and to identify other business opportunities within the meat processing industry. You’ll have to be ready to actively pursue business and support any scenario, whether the prospect needs to make a change within days, or if it takes several months to successfully complete the project to ensure the business need is met.

Specifically, in the following areas, your responsibilities will include:

Position Responsibilities:

Technical Support
- Provide routine and emergency engineering support and maintenance for peracetic acid & caustic handling systems deployed at protein customers.
- Optimizes Spectrum & Blitz program performance to ensure microbial efficacy and organoleptic quality.
- Builds relationships and communicates regularly with plant maintenance, quality assurance, and production personnel.
- Maintains an ongoing understanding of USDA, EPA & FDA regulations as they pertain to PeroxyChem products and applications.
- Assists in performing plant surveys and assists in the development and design of suitable application and delivery systems.
- Provides field support for plant start-ups including coordination of customer and third-party resources.

Technical Sales Support
- Monitors and reports chemical inventory levels to assist with monthly billing.
- Provides competitive market intelligence and transfers this knowledge to the organization.
- Ability to perform and log titration data to confirm microbial efficacy.
- Ability to understand and address consumption factors and assist in chemical optimization process.

Equipment
- Performs mechanical tasks such as pipe fitting, instrument installation, and fabrication.
- Work with TSED in order to coordinate timing delivery of PeroxyChem equipment to plants.
- Performs and assists in scheduling preventive maintenance services on PeroxyChem owned equipment.
- Assembles and installs peracetic acid & caustic pumping equipment, trial equipment, and customer equipment with TSED.

Communications
- Provides customer training, oversight, and technical service including elements of safety, process safety, product use, storage, and handling.
- Shares information on a timely basis in support of protein team activities.
- Coordinates field activities with TSED, customer, and third-party contractors.

Note: this description is intended to give you a general overview of the position and is not an exhaustive listing of duties and responsibilities.

Why PeroxyChem
Make an impact in a growth market -- food safety is a booming field, and you’ll be selling a variety of highly-respected brands. If you’re looking for a place where you can build a strong book of business in the industry by selling top-quality products, PeroxyChem can meet your needs, goals and high expectations.

The “best of both worlds” -- following our acquisition by One Equity Partners, PeroxyChem (formerly FMC Global Peroxygens) is even more agile and nimble than before. Here you’ll enjoy the excitement and entrepreneurial energy of a new organization with a fresh approach to the business, as well as the talent, infrastructure and reputation of industry-leading brands.

Green solutions -- our hydrogen peroxide, persulfate products, peracetic acid and other specialty oxidants are eco-friendly, particularly when compared to many competitors’ offerings. In addition, we embrace sustainability as an essential part of our company practice. We’re mindful of efficient and sustainable ways to operate our business that will create a shared value for PeroxyChem, our customers and communities.
Industry-changing products and technology -- we continue to create technologies and solutions that are changing the industry. And we're investing in this area: in addition to our current market-leading solutions, we have several new ones in field trials and more in the R&D phase.

Excellent compensation -- in addition to a competitive salary and bonus opportunity, we offer a comprehensive and competitive slate of benefits.

Keys to Success
A lot of job postings talk about “strong customer orientation,” but in this position they are essential. You'll interact with a wide variety of people, in a time sensitive environment. You should be able to build relationships, demonstrate the value of our products and services, and find the unique balance between sales and technical support. To excel, you'll have outstanding customer service skills to drive both your sales and support activities.