

Technical Representative – Job Description

Reports to: President, P2i Inc.

Location: Savannah GA

Job Purpose

To support P2i's sales efforts by travelling to customer sites, setting up a P2i processing machine, answering questions, and running samples, demonstrations and production runs for the customer, thereby becoming the early "face" of P2i.

Key Interfaces: The US Sales Team, the US Master Tech Rep, the UK Applications Team, and Customers

No. of Direct Reports: None

No. of Indirect Reports: None

KPIs

- Process customer samples to agreed specifications and timescales
- Ensure consistency with UK applications group in procedures and technical performance
- Assist with the closing of business, and ensuring customer satisfaction throughout trial and demo process
- Respond to all customer technical enquiries and requests for demonstration in a timely manner.
- Meet performance review objectives

Key Tasks

- Travel extensively across the USA to potential customer sites, with a series of temporary assignment lasting from 3 days to a month. These will involve installing and operating P2i equipment, liaising with the customers technical staff and managing early customer trials and expectations
- Maintain comprehensive and accurate records of all processing
- Support the P2i Sales Managers during customer visits and presentations
- Assist in the roll out and installation process once a customer commits to a permanent P2i installation
- Support the Company's trade show activity
- Support the Company's US-based processing operations during lulls (if any) in potential customer site activity

Key Skills

- Able to assimilate and disseminate technical information in timely manner
- Microsoft Office (good working knowledge of PowerPoint, Excel and Word)
- Ability to work with professionalism in an extremely fast paced, rapidly changing environment.

Key Attributes

- Enjoy extensive travel
- Articulate, extroverted and energetic
- Persuasive

Essential Qualifications

A degree in Chemistry, Material Sciences or Engineering

Travel: Extensive

Other Duties: Support operational requirements at P2i processing centres (Savannah GA and Portland OR) when not at customer sites.