

JOB DESCRIPTION

Job Title:	Technical Service Representative	Job Department:	Sales
Location:	Midwest	Travel Required:	75%
Reports To:	Vice President of Sales & Marketing	Position Type:	Exempt

About Us

Sheboygan Paint Company is a privately held, 100-year-old manufacturer of high-quality liquid industrial coatings. We are a growing, agile business and are currently ranked the 19th largest coatings company in North America. What sets Sheboygan Paint Company apart is the committed, personalized service and innovation we provide to our customers; we call it “customerization”. Sheboygan Paint Company is headquartered in Sheboygan, Wisconsin, with manufacturing and R&D facilities in Sheboygan, WI, and Cedartown, GA.

Job Purpose

The Technical Service Representative provides excellent technical support to existing and prospective customers to ensure that paint lines perform to expectations. This leader is knowledgeable about water-based and solvent-based liquid coatings and all application methods and equipment used in OEM industrial coating applications. This role excels at troubleshooting, conducting line audits and trials, training, recommending productivity and quality enhancements, and providing responsive support to customers in the assigned territory.

Primary Duties and Deliverables

- Provide technical support to existing and prospective customers, including but not limited to troubleshooting, conducting line audits and trials, implementing SOPs, data collection programs, and recommending productivity and quality enhancements.
- Partner with Sales to set territory plans to achieve annual business objectives. Coordinate daily and weekly activities to provide technical support to customers and prospects in the territory.
- Troubleshoot paint line processes, collaborating with customers. Apply root cause analysis tools and implement corrective actions.
- Possess strong knowledge of standard industry equipment to measure viscosity, temperature, polarity, resistivity and so forth; adept at using technical equipment such as oven data recorders, wet and dry film thickness gauges, gloss meters, spectrophotometers, and more.
- Provide guidance to customers for all methods of industrial liquid coating applications and equipment, from spray, dip, and flow-coat applications to bake, air-dry, and force cure systems.
- Communicate technical information effectively to audiences with varying levels of technical knowledge.
- Conduct application testing of coatings in the laboratory. Partner with R&D personnel for formulation development to achieve application and specification targets.

- Support new customer and new product commercialization activities.
- Provide clear and timely reporting and documentation for line audits and trials, SOPs, data collection programs, and continuous improvement efforts.

Requirements:

- Resides in the upper Midwest territory, ideally WI, southern MN or eastern IA
- 10 years' experience in liquid Industrial Coatings in a field technical capacity. Degree in a related field.
- Excellent troubleshooting and listening skills.
- High level of organization and ownership.
- Strong communication, collaboration, and relationship-building skills.
- Able to pass a drug screen and background check.
- Must have valid driver's license and clean driving record.

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