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# Example of Representative, Technical Service Job Description

Our innovative and growing company is looking to fill the role of representative, technical service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for representative, technical service

* Prepare and present training topics on what is current in microbiology
* Promote Microbiology Division as Technical Service Representative at tradeshows and attend outside functions associated with these events
* Review outside Technical Publications for applicability to Microbiology Division
* Assist Customer Service and Order Entry with orders and phone calls as needed
* Communicate customer needs or concerns to Sales Rep and District Manager
* Be proficient and effective in relationship management
* Write and distribute meaningful service reports to customers
* Execute required chemistry tests, log and report data, and manage inventory at assigned customer accounts
* Regularly identifies value added benefits and documents the findings and presents to customer (ROIs, Business Reviews, CTCM)
* Fosters teamwork and team environment

## Qualifications for representative, technical service

* Ability to judge accurately and communicate when issues should be escalated to senior management and/or Product Specialists
* Experience with chat support is a plus
* Basic understanding of IoT and cloud platforms such as
* Bachelor’s degree of chemistry Engineering, Polymer Science, or related field
* Minimum 3 years’ experience in flexible package industry
* Experience and knowledge of printing and lamination production processes