



Status: Full Time

Title: Water Treatment Service Technician

Objective: Service and sell water treatment chemicals & equipment for boilers, cooling systems and wastewater systems.

Supervisory: None

Job summary: Service and sell water treatment chemicals & equipment for boilers, cooling systems and waste water systems. Troubleshoot and resolve daily operational and manufacturing issues with water treatment. This position is a highly visible maintenance and technical role that includes daily interface with client Operations, Technical, and Senior Management personnel. Essential functions include:

Technical

- Execute required chemistry and biological tests, log and report data including equipment data (water meter readings, inventory levels), and maintain product inventories at assigned customer locations
- Engage in problem solving by performing system analysis, interpreting data and providing written recommendations to ensure customer operations are performing at optimal levels
- Adjust chemical feed levels to maintain specified control limits to achieve program objectives
- Provide technical support to customers; identifying and resolving customer challenges, escalating as required
- Check operation of chemical injection pumps, troubleshoot chemical feed and control equipment, calibrate and repair of chemical feed related equipment when necessary
- Successfully match customer pain/requirements to proposed solutions
- Review remote alarm conditions and respond accordingly
- Assist with start-ups of new applications in both existing customers and in new accounts
- Provide systems technical evaluation, integrate latest technologies into chemical feed systems

Sales

- Continually identifying new business needs and opportunities as well as developing and implementing customized solutions
- Present new or additional products and services to existing customers
- Evaluate customers skills, needs and build productive long-lasting relationships



- Networking with existing customers to determine opportunities from change in personnel at customers' sites or new accounts that they have acquired.
- Develop strong relationships with key stakeholders in current and prospective customers, including plant or facility executives.

Administrative

- Performing administrative related duties, including, but not limited to scheduling service calls, weekly and monthly reporting.
- Ensuring that all work is carried out in accordance with the relevant Health and Safety procedures
- Address problems and/or potential problems, suggest prompt solutions and/or develop solutions to prevent damage and minimize operating costs and defuse tension
- Be the main point of contact of assigned customers
- Negotiate contracts and handle paperwork (e.g. invoices, orders, proposals)
- Perform training seminars

Position Requirements & Standards: Must be able to negotiate sales of water treatment in a business-to-business environment. Must maintain sales, service, support and goodwill in serving the client's needs for water treatment.

- Good communication skills
- Good interpersonal skills / behavior
- Work independently / autonomous to complete tasks
- High School Diploma or equivalent
- Must have a strong mechanical aptitude
- No immigration sponsorship offered for this role
- Must have a valid Driver's License and acceptable Motor Vehicle Record

Education & Experience:

Required Education: HS diploma or equivalent

Required Experience: Exposure to any; industrial boilers, condensers, cooling towers, reverse osmosis units, heat exchangers, refrigeration units, waste treatment operations, water treatment, and/or specialty chemicals.

Preferred Education:

- Certified Water Technologist
- Trade School Certification or College Graduate
- Level 1 or higher Water Treatment license



Preferred Experience:

- 2+ years of successful technical service or field sales support experience
- Water treatment or specialty chemical industry experience
- Working knowledge of boilers, cooling towers, and HVAC systems
- Practical computer application literacy (including Microsoft Office Suite, and ability to learn internal business systems)
- History of working in a field that required autonomy and self-motivation
- Prior experience that demonstrates a strong work ethic and ability to multi-task
- Willing to train employee about water treatment industry

Time: Allocation of time for job duties.

90% time: Service client water treatment needs; Testing, travel, reports

5% time: Administrative; Phone calls, orders, scheduling

5% time: Sales; Prospecting, Pipeline management, reports

Physical factors: The physical environment requires the employee to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. Handle chemical containers, climbing ladders above 4 ft., exposure to toxic or caustic chemicals, proximity to moving mechanical parts. Frequently required to use personal protective equipment to prevent exposure to hazardous materials.

May be requested to work overtime and weekends for special projects or events (rare).

Travel within assigned sales territory: Overnight travel is not required. Most travel will be driving and at the discretion of the employee.