**Job Description**

**Job Title:**  Process Validation-Applications/Test Lab Specialist

**Department:**  Sales

**Position Reports To**: Director of Sales

**FLSA Status**: Exempt

**Travel:**  20**% to 40%**

**Position Overview**

The position is responsible for supporting assigned customer accounts and/or geographic territories (if applicable), and support Account teams, with tasks which includes analyzing and meeting customer needs, developing and implementing sales plans, explaining products, and providing customer support. This role will work closely with Ecoclean’s Center of Competence in Switzerland and Germany.

With these defined projects and customers, this Specialist, will also be responsible for maintaining the lab and lab equipment, as well as scheduling, preparing, and executing customer cleaning trials for the precision cleaning machines.

**The Company**

The SBS Ecoclean Group develops, produces, and markets forward-looking machinery, systems and services for applications involving **industrial parts cleaning and degreasing**, **ultrasonic precision parts cleaning**, **high-pressure water jet deburring**, **surface preparation**and**surface treatment**. Its globally leading solutions help companies around the world in conducting efficient and sustainable manufacturing to high quality standards. The client base comes from a broad range of market sectors like the**industrial mass and precision manufacturing**, the **automotive industry with its suppliers**, the **aircraft & aerospace industry**, **medical technology** and **medical device**, **optics,** and **high-tech & high purity sector**. The Group's success is based on innovation, cutting-edge technology, sustainability, closeness to the customer, diversity, and respect. The Group employs a workforce of around 900 at its 12 sites in nine countries worldwide.

**Primary Functions & Responsibilities**

Various:

* Explain Ecoclean products in a highly consultative manner, including the benefits of working with Ecoclean over competitors.
* Support for sales and business development in Precision Cleaning; development of new customer groups, including optics, semiconductors, aerospace, and medical
* Support the Ecoclean sales operations worldwide in close coordination with our Center of Competence in Switzerland and Germany.
* Consistent development of market potential in the global markets. On-going development of the sales strategy through market analysis, market observation and analysis of the competition
* Monitor, manage and update established and new accounts and projects utilizing and regularly updating our internal CRM tool.
* Pro-actively prepare for business meetings and guests visits to portray a professional image to customers.
* Prepare quotes, proposals, service contracts and other required documents in order to complete a sale
* Ensure clear agreement on purchase orders is reached with customers.
* Participate with Project Management in identifying project milestones, examining potential operational issues/risks, outlining and proposing solutions and identifying actions.
* Support of the customers in every phase of the project (from initial contact to the conclusion of the contract), ensuring optimal communication between customers and project planning
* Pro-actively identify and address support situations that could jeopardize customer satisfaction.
* Participation and support in product analysis and product development
* Conduct market and competitor analysis as well as identify, monitor, and take appropriate action of new trends
* Participate and help Marketing Manager in planning and organization of marketing activities such as trade shows, seminars, marketing campaigns and industry associations.
* Interact professionally with customers and suppliers, ability to resolve conflict while keeping relationships intact.

Lab:

* Conduct cleaning tests for customer-specific components from the fields of optics, semiconductor manufacturing, aerospace, and medical
* Prepare reports of test results. Present and discuss the results, both internally as well as with our customers
* Participation and cooperation in the further development and optimization of existing cleaning processes
* Explain the cleaning processes to internal employees as well as to customers in terms that appropriate to each audience
* Operation, care, and maintenance of the laboratory equipment. Monitor and perform routine maintenance of all lab equipment, along with maintaining the calibration requirements for all equipment to support ISO 9001-2015, and manufacturers recommendations and standards.
* Follow all Ecoclean company policies and procedures diligently and effectively
* Other duties as assigned

**Knowledge, Skills and Abilities**

* Excellent communication skills (verbal and written); proven ability to convey concepts and processes to various audiences with varying degrees of technical knowledge/understanding
* Excellent problem solving skills, with the ability to find solutions to customer requirements.
* Excellent analytical and organizational skills,
* Ability to manage multiple projects simultaneously, to organize and prioritize tasks, make appropriate decisions, and be comfortable in a setting where schedules and priorities change daily.
* Proven ability to work effectively in a team environment, as well as work independently

**Special Position Requirements**

* Willingness and ability to travel domestically and internationally; overnight and multiple day travel required

**Minimum Qualifications**

* Minimum of bachelor’s degree in engineering or chemistry; master’s degree preferred
* Experience or basic knowledge of working with metals, glass, or electronic manufacturing
* 2+ years of experience in a test lab (detergents, material reactions, solvents, or similar) highly preferred
* Experience using Microsoft Office programs, including Outlook (required), Excel (Intermediate level), Word (Advanced level), PowerPoint (Advanced level).Experience with Microsoft Dynamics (Basic level) or other CRM system is required.

**Physical Demands**

* Must have adequate finger dexterity for equipment and computer use
* The position involves reading, writing, mathematics and measuring
* Extended periods of sitting or standing
* Ability to lift up to 20 lbs., requires occasional bending, stooping, lifting

**Work Environment**

* Work is done at customer sites, the test lab/showroom, and in an office area. Office work environment includes standard office noises, temperature fluctuations, and sitting for extended periods of time.
* Environment may contain chemicals and/or cleaning agents as they pertain to the lab
* May be expected to work on a manufacturing shop floor, which could involve exposure to hazards
  + Work surfaces may be slippery, uneven or unstable
  + Shop temperatures may not always be controlled and could vary from hot to cold, depending on the season
* The noise level in the work environment is usually moderate; in some instances this job may require work in areas where ear protection is necessary

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees so classified. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.