EMPLOYMENT OPPORTUNITY

TITLE: Technical Representative Asia - Pacific
DIVISION: Technical Department
LOCATION: TBD – Primary location Kuala Lumpur, will consider Singapore or Manila.
DATE: To start May 2020 onwards
SALARY: To be negotiated based on qualifications
REPORTS TO: Technical Manager Asia - Pacific

PROFILE:
The successful candidate will be self managed, self motivated and highly analytical. This person will be responsible for responding to both internal and external customer inquiries regarding their technical issues. This is an excellent opportunity for the successful candidate to represent products backed by the strength of a diversified multibillion-dollar corporation. The incumbent will also be responsible for roof inspections, training, and promoting Firestone products, materials, and proper installation techniques.

PRIMARY RESPONSIBILITIES
Your key responsibilities are:

Job site Assistance
- Exhibits “hand-on” ability working with firestone EPDM and TPO materials. Conveys in-depth “how to”, “what not to” and “short cut” information as part of the training activity, both on-site and during indoor training sessions.
- Assists contractor during installation with improving installation rates, monitoring and optimizing product consumption and usage.
- Investigates concerns of reported product defects.
- Provide Technical Field support to contractors, distributors and sales representatives

(Final) Inspections
- Verifies if installation is in accordance with the lay-out plan provided by Firestone or its representative.
- Verifies if installation of membrane and details is in accordance with Firestone Technical Guidelines.
- Explains the manner in which Firestone details must be modified in order to effectively address job conditions.
- Carries out thorough rooftop evaluation and analysis in view of possible future renovations and/or repairs.
- Understands the interaction of building components and perform troubleshooting analysis of those components.

Seminars, Employee Training/Audit
- Prepares and does the hands-on part of seminars.
- Establish, implement and perform training programs for FSBP Technical Representatives.
- Audit quality of roof top and contractor trainings on a regional basis. Exhibits good presentation and tutorial skills when conducting training sessions.
- Audit effectiveness of final inspection by other Technical Representatives within the region to improve effectiveness.

Administration
- Prepares job site visits by collecting all required information and make practical arrangements.
- Provides a written report of each job site visit and performed regional seminar to the Technical Manager.
- Reports realization and findings of in-depth Sales Support and Testing.
- Files of all reports and pictures.
- Makes timely Travel & Expenses.
Sales Support
• Assists sales representative in pre-job meeting to verify whether details proposed by owner’s designer satisfy Firestone requirements.
• Assists contractors and sales representatives in solving technical problems involving the application of Firestone products and roofing systems.
• Determines a cost-effective and workable roofing system for prefabricators.
• Makes mock-ups for exhibition purposes.
• Creating and editing roofing documents

Testing
• Builds up mock-ups and samples for testing purposes (fire testing, wind-uplift testing,…).
• Investigates proper installation guidelines of (new) products and tools in development.

• Performing other duties as assigned and/or required

ESSENTIAL QUALIFICATIONS:
A successful candidate will have:

• A University degree or college diploma from an accredited institution in engineering (preferably civil engineering) will be an asset OR other construction related experience
• Preferably has relevant experience (i.e. Roofing) and is familiar with the construction industry
• Works effectively with little or no supervision
• Technical background in Single-Ply, Modified Bitumen, PVC & TPO roofing system is a benefit
• Excellent interpersonal skills
• Flexibility to travel frequently; including over week nights and weekends
• Team-player approach and excellent interpersonal skills
• Ability to display professional conduct and communicate effectively
• Strong communication and written skills
• Estimating experience will be an asset

REQUIRED PERSONAL COMPETENCES

• Operate effectively under pressure
  • Continuing to act adequately and efficiently and function under time pressure, resistance and setback, and in stressful and uncertain times.

• Eager to learn
  • Being focused on efficiently exploring and learning new information, approaches, ways of thinking and skills. You are spontaneously looking for new learning opportunities to keep improving and developing your knowledge and skills.

• Analysing thoroughly
  • The ability to systematically examine data, make connections and ask concrete questions to estimate the situations correctly.

• Working structured and planned
  • Working in a well-organized way, making a clear planning in time and give structure to data and actions.

• Working accurately
  • Conducting and completing tasks and assignments with an eye for detail.

• Thinking and acting customer-oriented
  • Thinking and operating from the attention to the needs and wishes from internal and external clients.

• Written communication
  • The ability to convey written messages in a structured manner and in clear grammatically correct language, so it will be correctly interpreted.
REQUIRED TECHNICAL SKILLS

- Analytical skills
- Knowledge of Standards is an asset
- Knowledge of products is an asset
- Basic knowledge of existing codes & approvals is an asset
- Computer: autocad, revit, excel, firestone programs, access is an asset
- Languages (English: written/verbal)

Please forward your cover letter and resume to daltonchris@bfusa.com

By Date 15th April 2020