



Global Innovation for your High Temp World

SERVICE TECHNICIAN JOB POSTING

POSITION SUMMARY:

Fedmet is searching for a full time, long term Service Technician. The successful candidate will be a highly motivated professional with the ability to work independently and with a team. A successful candidate will have experience in and a working knowledge of refractories and will possess the ability to analyze performance data and present results logically and succinctly. A qualified candidate will be able to interact with Fedmet's sales team and the customers' operational and purchasing teams. Must be fully bilingual French and English.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Receive and follow instructions from Fedmet management
- Confirm that inventory is at appropriate levels
- Inspect materials as necessary, report any problems
- Document critical steps and observations while on site
- Interview operators and record how the product is used
- Record useful comments and note improper procedures
- Follow the product through its lifespan to document the materials performance
- Profile the spent refractory and take pictures
- Provide a hands-on approach dealing with laborers and department heads
- Engage in quality control of product performance
- Analyze and recommend improvements or solutions relating to the refractory
- Document competitors' performance and any problems
- Write reports and communicate with your key partners

CRITICAL RESPONSIBILITIES:

- Stay informed about new product designs and material developments
- Take advantage of opportunities to promote Fedmet Refractories to existing and potential new customers
- Make sure team communicates and works together towards common goals.

KEY BEHAVIORAL TRAITS FOR SUCCESS:

Communication Skills: Must have excellent interpersonal and communication skills both with individuals and in teams. Must be comfortable communicating both formally and informally within all levels of customer organizations.

Self-Motivated: Must be self-directed and have the desire to take on new challenges without being prompted and exhibit a strong work ethic.

Reliability: Must be able to deliver high quality engineered solutions to our customers in a professional and timely manner.

4060 Saint-Catherine St, Suite 630, Westmount, QC, H3Z 2Z3

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www.fedmet.com



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Business Acumen: Ability to speak in terms of ROI, shop metrics, and economic value with the customer. Ability to focus on delivering products, engineered solutions and services in a way that maximizes profitability; while delivering value to the customer.

WORK ENVIRONMENT:

- Office and heavy industrial manufacturing environment.
- Must be able to climb stairs and lift 100 pounds.
- Traveling to and from multiple manufacturing facilities.

JOB LOCATION:

Based in Quebec, primarily in the Contrecoeur and Sorel-Tracy areas, with the possibility of additional travel.

REQUIRED EDUCATION/EXPERIENCE:

- A BS in a scientific or engineering field and/or equivalent work experience.
- A working knowledge of refractory selection and installation.
- Proficiency in MS Outlook, Excel, Word, and PowerPoint.

JOB BENEFITS:

This position offers competitive benefits.

DEPARTMENT:

Field Application Specialists

POSITION TYPE:

Full-Time/Regular

Interested? Please respond with your resume in an attached Word file, to jobs@fedmet.com

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