

## Technical Support Specialist (m/f) Tire/Rubber Goods and Adhesives Industries

ID 100172

### The Company

Our customer is a uniquely positioned vertically integrated gas processing and petrochemicals company that owns and operates Russia's largest gas processing business and is a leader in the Russian petrochemicals industry.

Our customer operates 26 production sites located all over Russia, has over 1,500 large customers engaged in the energy, chemical, fast moving consumer goods (FMCG), automotive, construction and other industries. The company ships petrochemical products to 60 countries.

We are looking for a Technical Support Specialist (m/f) expert in Tire/Rubber Goods and Adhesives Industries in Vienna.



### Duties

- Customer's technical service before and after sales: such as application guidance, and certifications updating.
- Troubleshooting of rubber materials and processing issues: timely assist customers by solving product quality problems during manufacturing (especially unstable quality caused by varying raw material quality).
- Pro-actively investigate and resolve customer problems and complaints; provide further support to solve site problems related to application or product quality in case customers cannot handle on site; provide HQ technical support team with the report in English of all customers problems and complaints.
- Introduction of commercial and new products (TPE, rubber: SBR, BR, IIR, IR, NBR) by visiting customers and participating in technical seminars.
- Collaboration within cross-functional/multidisciplinary teams, such as R&D, Marketing, Manufacturing, etc. to ensure activities toward existing/new products and to provide technical support.

- Develop effective customer relationships to identify unmet needs and create projects to fulfil them.
- Gather data, generate reports and make analysis of customer satisfaction.
- Localization of known commercial products/formulas available in EU, as required by the business, find the right applications for different grades.
- Advice for Product improvements to suit the local market/standards/available raw materials.
- Ensure effective communication with other teams to make sure new product can be developed, manufactured and applied in the right way.
- Lead new product test in customers and site application.
- Ensure test reports, technical data sheets.
- Good documentation of product formulation, while ensuring confidentiality.
- Evaluate competitor's product, point out the strength and weaknesses for own vs competitor's products -- provide report to Marketing as reference and know where to improve our product.

### **Our requirements**

- Degree in Chemical Engineering/Chemical Technology or related fields
- Previous work experience of 5+ years in Rubber/Composite and adhesives products.
- Solid knowledge in the tire / rubber goods industries and manufacturing methods.
- Strong knowledge of research and chemical processing; familiar with Synthetic Rubbers properties, certifications, various final applications and synthetic rubbers processing methods.
- Ability to prioritize and manage multiple simultaneous issues from different customers.
- Excellent problem solving and report writing skills
- Self-motivated individual with strong communication skills and multitasking abilities
- Excellent communication and negotiation skills in English; additional European languages or Russian is a plus
- Willingness to travel

### **What we offer**

- Competitive compensation and social benefits packages
- Individual career development
- Personalized training programs
- Company health program

### **Become part of a successful company and apply now via ChemRecs for this position!**

ChemRecs is specialized in the recruitment of specialists and executives in the chemical, pharmaceutical and processing industries. Our continued growth underscores our competitive edge over traditional recruiters.

Please submit your application documents, including your availability and salary, by e-mail to [jobs@chemrecs.de](mailto:jobs@chemrecs.de). We are looking forward to meeting you soon and would be pleased to clarify your first questions by phone on +49 (0) 176 43503107

Your contact: Eleonora Miccono

Please visit our homepage: <https://www.chemrecs.de/>.

Follow us on XING and LinkedIn:

