



Why Synthomer? We are ambitious! We have grown significantly – both organically and inorganically. We are a FTSE 250 listed company, 22% of our revenue comes from newly commercialized products, and we're recognized in the top-quartile for chemicals manufacturing safety. **We believe in high challenge, high support!** We are keen to let you contribute in real roles from day 1. We expect a lot, but offer a lot, too. This includes onboarding, induction and learning events, networking opportunities, mentoring and personal development planning. So, be up for an inspiring long-term career adventure. **We personalize our approach to development!** At Synthomer, you won't find generic career tracks or development programs but rather a one-size-fits-one approach to employee development. We'll partner with you to ensure you have the right experiences that build your capabilities and accelerate your career growth.

We are looking for an ambitious
Technical Service Manager Consumer Materials, Coatings and Construction Solutions

Purpose of the job:

Execute the technical strategy in order to support the implementation of the growth plan and objectives of the industry segment by provision of direct technical support to customers and necessary internal contacts. Serve as technical expert in the defined application segment area.

Duties and Responsibilities:

- Provide direct technical support to customers and handle customer enquiries for the Industry Segment covering aspects such as product specification, design issues and complaints
- Participate and influence new product development decisions for the Industry Segment, liaising with internal technical teams and providing expert advice on future applications. Keep abreast of market developments and competitive products, through internal and external sources, relating to how products perform, can be applied or tested and assess how this can be used to add value to the business
- Serve as technical and applications expert, providing greater understanding of the products and applications in depth training, within the company and to distributors
- Develop guidelines and formulations for target applications and give customers appropriate guidance for the use of our product range
- Secure the business and maintain contact with existing and prospective customers, either independently or together with the sales team, using all communication channels. Support the current business, understand customer needs, identity and progress opportunities to expand the use of the entire product range
- Discover new opportunities through close customer engagement, and support new application development with new or existing products to develop new business
- Ensure with cooperation of Quality, Sales, Application Laboratories and Operations that customer complaints and are handled effectively and to the satisfaction of the customer and ensure effective communication of the outcome
- Ensure SHE compliance in line with relevant internal SHE regulations and all other legal and corporate standards

Education and Experience:

- Good interpersonal skills, high-energy self-starter as well as, collaborative team player with strong work ethic
- Bachelor, Master or comparable qualification or professional experience expected (Textile engineering desirable, polymer chemistry, chemistry, material science or similar)
- Several years of professional experience in the chemical or textile industry
- Fluent English, other language(s) advantageous
- Willingness to travel regularly within EU up to 50% Expertise in the field of woven and nonwoven processing like impregnation and coating desirable
- Experience in project management desirable
- Familiarity with SAP and CRM system

If we have caught your interest, please apply via this link [Careers \(myworkdayjobs.com\)](https://www.synthomer.com/careers)

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