Field Technical Representative – Northern California

The **Field Technical Representative** **(FTR)** is a field-based (home office) member of Holcim Building Envelope (formerly Firestone Building Products) Technical Services and is responsible for: 1) training licensed roofing contractors in the proper application techniques for Elevate (formerly Firestone), GenFlex, and Gaco roofing products, 2) performing technical inspections of commercial roofing applications for no-dollar-limit warranty coverage, performing warranty claim investigations, and for providing on-site technical construction assistance to professional architects, designers, and installers. The FTR reports to the Regional Technical Manager for their respective area.

\*\*\*This is for the area in the Western/Northwestern Region (Northern California based). This is a fully, remote position - candidate must live within the territory.\*\*\*

Responsibilities:

* Responsible for educating customers, sales representatives and teammates in how to apply Elevate, GenFlex, and Gaco products per product specifications.
* Review technical installation deviations and make acceptance determinations within authority level based on system performance requirements for a given project, system, warranty type/term, and construction site specific conditions.
* Provide feedback on company literature, spec's, construction details and assemblies to make sure the most accurate information is available for the customer.
* Ability to develop strong customer relationships and inspire customer confidence.
* Ability to follow corporate and division policies and applicable governmental safety regulations are required.
* Experience working with internal and external customers to understand and document complex business needs and troubleshoot issues.
* Ability to define and document a project, set timelines, align resources, and execute to meet deadlines.
* Demonstrated ability to investigate and troubleshoot roofing installation and product quality issues to determine root cause and appropriate resolution.
* Experience effectively and proactively managing customer expectations throughout the investigation/troubleshooting process.
* Ability to prioritize work.
* Maintains an understanding of current business initiatives and identifies opportunities for improvement.

Qualifications – **EDUCATION, EXPERIENCE AND/OR SKILLS REQUIRED for a candidate to be successful in this role are at least one of the following:**

**BASE REQUIREMENT** (one required):

* Bachelor’s Degree in Construction Management, or Architecture
* Minimum 8 years active duty in a construction trade military occupational specialty (MOS) (verified by DD214),
* High school diploma and minimum of 10 years’ construction experience in a Commercial Roofing Foreman or Superintendent role, or as a Technical Representative for a commercial roofing manufacturer.

**ADDITIONAL REQUIREMENTS THAT SUCCESSFUL CANDIDATES SHOULD HAVE:**

* Strong technical expertise in most of the following products and an aptitude to learn the rest:
* Single-Ply Roofing Systems including: A) EPDM, B) TPO, C) PVC
* Asphalt Roofing Systems including: D) SBS, E) APP, F) BUR
* Metal Systems: G) Standing Seam Roofs, H) Cavity Wall Assemblies
* Roofing Coatings including: I) Silicone Roof Coatings, J) Acrylic Roof Coatings
* Urethane Systems including: K) P.U.F. Roofing, L) Wall Foam
* Garden Roofing Systems including: M) Built In Place, N) Modular
* Must be personable and professional and maintain a high-level of integrity.
* Strong customer service focus.
* Strong verbal and written communication skills.
* Ability to think outside the box.
* Good organizational and time management skills are a must.
* Must be able to travel overnight 10% to 15% of the time by air or car.
* Must also be able to work flexible hours with minimum notification when necessary.
* Must possess a current driver’s license.

**The strong candidates will additionally have:**

* Prior Technical Representative Experience
* Claims Adjusting Experience