

Job Description

Title: Technical Services Representative

Location: Atlanta, GA 30331

Reports to: Group Leader: Technical Services

Purpose:

Sto Corp. (Sto), a global innovation leader of façade insulation (EIFS) and high performance coatings, is seeking a Technical Services Representative. The Technical Service Representative is responsible for responding to technical inquiries about Sto products and systems and various other technical services tasks as presented below. The ideal candidate has experience interacting on a daily basis with building construction professionals, such as architects, engineers, contractors, and distributors, on a technical level, with the ability to communicate complex technical information verbally and in writing in clear, concise language at the customer's level of expertise. He/she also has: the ability to read architectural and construction shop drawings; proficiency with spreadsheet, word processing, presentation, database and CAD software; excellent communication skills and the ability to manage and complete complex technical projects with a sense of urgency, a penchant for accuracy and reliability, and with little direct supervision. The ideal candidate is bilingual; fluent in English and Spanish. The position offers opportunities for professional growth and travel based on qualifications and performance.

Essential Duties & Responsibilities (includes, but not limited to):

- Technical interaction with internal and external Sto customers by telephone and email to answer questions and provide guidance on the selection and proper use of Sto products.
- Review of customer-submitted technical specifications and detail drawings proposed for compliance with published requirements for Sto products and applicable industry standards for EIFS, stucco and coating application.
- Project management for internal Sto initiatives to achieve and maintain building code recognition for Sto products including interactions directly with the building code evaluation services and testing laboratories.
- Overnight travel occasionally (estimated 5-10%).
- Perform other duties as assigned.

Experience/Education/Knowledge/Skills/Abilities:

Experience

- Minimum 3 years in construction, building science, architecture or engineering field (Field experience concurrent with education will be considered.).
- Minimum one year in position requiring direct customer interaction.

Education

- Minimum Bachelor's degree in architecture, civil or mechanical engineering, construction management or related field of study. In lieu of the educational requirement will consider 2 years degree with appropriate level of experience.

Knowledge and Skills

- Working knowledge of building construction materials and methods.
- Working knowledge of architectural detailing and technical drawing principles.
- Basic knowledge of building science.
- Team oriented.
- Excellent verbal skills.
- Bilingual preferred; fluent in English and Spanish.
- Excellent technical writing skills.
- Excellent attention to technical detail.
- Proficiency with Microsoft Office 2010 applications.
- Customer service orientation.
- Technical problem solving.
- Skilled with AutoCAD Release 12.0 or higher preferred.

To Apply:

Submit your resume and cover letter to Jobs@StoCorp.com. Job ID: TSR