

Position Opening

Position:	Sr Manager, Technical Services	Location:	Scottsdale, AZ
Opening Date:	9/28/2021	Grade:	Exempt
Closing Date:	Until Filled	Wage:	Salary DOE

Mission & Values

Our Mission – Creating opportunities and solutions with quality products and exceptional people

Our Values – Profitability the right way... Integrity, Accountability, Excellence

Primary Job Function:

The Technical Services Sr Manager will provide technical support to both internal and external customers in all market areas regarding all products produced by the Salt River Materials Group. Works with external suppliers to ensure that their products meet the organization's quality standards, and the organization receives satisfactory standards of service. Provide recommendations necessary to ensure conformity with quality specifications and standards and serve as a technical liaison between production and sales/marketing functions. Research competitive products and investigate customer issues with products providing guidance to customers on technical issues related to product use. This position reports to the Vice President of Quality Assurance.

Please see below a brief summary job description.

Essential Requirements:

- Wear all required safety equipment including but not limited to hardhats, safety glasses, safety harness, ear plugs, dust masks and gloves
- Able to ascend and descend stairs and ladders
- Use of both hands and have full motion of arms and hands
- Able to do bending, kneeling, and twisting
- Able to lift to 50 pounds safely
- Able to stand or sit at computer workstations for extended periods of time
- Work required schedule (including weekends and evenings)
- Valid driver license and acceptable driving record
- Travel and work in the field up to 50% of time
- Ability to work in a constant state of alertness and safe manner
- Ability to develop and service customers and work independently out of an unsupervised office
- Required and predictable attendance

Knowledge, Skills and Abilities:

- College degree in Construction, Engineering or Chemistry; or ten years' experience in concrete and aggregate Quality Control or Technical Services with substantial knowledge in troubleshooting and personnel management or the equivalent combination of education and experience
- Extensive experience with concrete mix designs, fly ash, cement, aggregates, admixtures, concrete and masonry products
- Knowledge in cement, aggregate mining and coal combustion products preferred
- Read, analyze, and interpret complex documents
- Respond effectively to sensitive inquiries or complaints
- Computer literate with working knowledge of Microsoft Word, Excel spreadsheets, and PowerPoint applications
- Proficient oral and written communication skills to make effective and persuasive presentations to internal and external customers and public groups
- Ability to work and communicate effectively with various levels of personnel to solve problems and correct deficiencies in products/services on demand
- Ability to work within prescribed parameters using individual creativity and innovation to meet job requirements in a timely manner

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Duties and Responsibilities:

- Create and maintain technical information sheets, brochures, and collateral data in conjunction with the Sales/Marketing and Technical staff
- Monitor procedures already in operation to maintain quality standards of existing products, and develops innovative programs to focus employees on improving product quality
- Captures and analyzes statistical data from processes to either confirm compliance with established standards or identify deviations from standards
- Coordinate with the Laboratory and Sales/Marketing staff to provide the appropriate test data for industry approvals and for distribution to internal and external customers
- Provide support to technical staff by providing product and application, troubleshooting and technical information to internal and external customers
- Represent SRMG where applicable, in industry organizations such as ASTM, ACI, ARPA, ACPA and CMAC, as assigned by the Vice President of Quality Assurance
- Develop and implement technical training tools & programs (customer requested educational presentations, mix design programs, troubleshooting tools, field testing programs, technical writing skills, etc.) for both internal staff and external customer use
- Travel as needed to all SRMG markets to provide technical support to customers and sales personnel
- Serve as a liaison between customer technical representatives and their respective Quality Assurance and Quality Control departments
- Keep appropriate SRMG personnel apprised of the latest advancements in technology regarding the use of SRMG products in the field
- Coordinate the procurement of competitive product samples for use in benchmarking SRMG product performance
- Obtain and maintain ACI Field Testing Technician Program certification and perform all field and laboratory tests, as required
- Any other duties assigned or incidental to this job classification

To Apply: Email your resume to dpeters@srmaterials.com or by fax 480-850-4317

Salt River Materials Group (SRMG) is the commercial trade name for the marketing activities of Phoenix Cement Company and Salt River Sand & Rock. Phoenix Cement Company and Salt River Sand & Rock are independent divisions of the Salt River Pima-Maricopa Indian Community.

Salt River Materials Group preferentially hires Native Americans.