



Roles and Responsibilities Technical Service Representative

Philosophy:

The Technical Service Representative implements strategies set forth by the Director of Technical Services to deliver quality products to the customer by:

- Testing materials used to produce concrete
- Testing concrete in the lab and the field
- Rigorous monitoring and maintenance of production records and raw material statistics
- Standard Deviation program in conjunction with systematic and random product testing
- Mix design optimization – observations/suggestions to QC Manager and Director of Technical Services
- Development and maintenance of quality relationships with internal and external customers, and
- Troubleshooting quality control issues.

Safety and Professionalism:

Safety. The Technical Service Representative places the highest priority on safety.

- Maintain and use Personal Protective Equipment,
- Never put yourself, others or equipment in jeopardy, and
- Act as an advocate for safety by promoting at every opportunity.

Professionalism. The Technical Service Representative is a consummate business professional.

- Treat others with courtesy and respect,
- Present self to customers and fellow employees in a professional manner and maintain a neat and well-groomed appearance, and
- Keep all equipment and vehicles neat and clean.

Quality Production Practices:

Batching Sequence. The Technical Service Representative monitors the batching sequence of the plants weekly and presents irregularities to the Plant Manager, QC Manager, Director of Technical Services and Operations Manager immediately.

Recordkeeping. The Technical Service Representative ensures all records are appropriately filed and are available and legible at any moment. Such records include:

- Concrete plant batch records. Pull and review periodically and report deviations from ASTM C94 to the Director of Technical Services immediately
- Concrete strength performance test results
- Temperature, Air and Slump test results
- Raw material statistics

Statistical Analysis

Data Entry. The Technical Service Representative assists the Director of Technical Services in maintaining the Standard Deviation Program via data entry.

Testing. The Technical Service Representative systematically and randomly tests produced products and received raw materials in a proactive quest to ensure the integrity of the final product.

- Perform product tests as prescribed by the Maschmeyer Technical Services Plant Control Testing Program.
- Perform jobsite testing as required by specifications and customer requests.

Certifications

FDOT Quality Control Program. The Technical Service Representative systematically fulfills all requirements as specified in the FDOT Quality Control Program. Additionally, this position maintains DOT Lab and Field certifications.

ACI. The Technical Service Representative maintains ACI Level I Lab and Field Technician certifications.

Batching. The Technical Service Representative maintains the DOT Batch Plant Operator certification.

Troubleshooting and Interaction:

Customer Communication. The Technical Service Representative, in conjunction with the Sales Professional, responds to customer concerns positively and in a timely fashion.

- Attend pre-job meetings as required. Compile necessary information and disseminate to appropriate managers.
- Conduct employee training as directed by Technical Service Manager's Continuous Education Program.
- Serve as liaison between Maschmeyer Concrete and the customer during critical concrete placements.