

WE'RE HIRING



Chemical Solutions is a subsidiary of Nkonyeni Precast Chemical Solutions, is seeking a highly motivated and skilled individual to join our team as a Field Service Specialist.

Job Opportunities In the Field Of

Field Service Specialist

Role Name: Sales Technologist

Reports to: Technical Manager

Requirements :

- ▶ Execute required contractual service activities at allocated customer sites.
- ▶ Compile weekly and monthly customer reports.
- ▶ Submit and communicate weekly service reports.
- ▶ Interpret CSR (Customer Service Requests) and take corrective actions.
- ▶ Engage and communicate with customers regarding site service activities and continuous improvement.
- ▶ Ensure compliance with EHS (Environment, Health, and Safety) guidelines and maintain proper housekeeping.
- ▶ Monitor the performance of site chemical dosing and monitoring equipment, conducting necessary calibrations and maintenance.
- ▶ Establish and maintain Customer Service Excellence Files.
- ▶ Implement correct chemical dosing and inventory control measures.
- ▶ Identify and implement customer value generation projects.

Behavioural Competencies:

- ▶ Customer-centric mindset.
- ▶ Integrity.
- ▶ Initiative.
- ▶ Innovation.
- ▶ Attention to detail.
- ▶ Good communication skills.
- ▶ Excellent time and task management.

Education, Knowledge, and Skill Requirements:

- ▶ Proven track record in customer service delivery and retention.
- ▶ Proficiency in computer skills, including Word, Excel, and PowerPoint.
- ▶ Valid driver's license with the ability to travel as required for the role.
- ▶ Basic water treatment equipment troubleshooting and maintenance skills and experience.

If you are passionate about delivering exceptional customer service, possess the required qualifications, and have a proven background in the water treatment industry, we invite you to apply for this exciting opportunity. Join our dynamic team and contribute to our mission of providing high-quality chemical solutions to our valued customers.

To Apply

Please submit your updated resume and a cover letter outlining your relevant experience and qualifications to recruitments@npc.co.sz Please include "Field Service Specialist Application" in the subject line. The deadline for application is July 21st 2023, close of business.

Only shortlisted candidates will be contacted. Should you not be contacted within three weeks after the deadline, please consider your application unsuccessful.