

**EMSEAL, LLC**

111 Royal Group Crescent  
Woodbridge, ON L4H 1X9  
PH : 416-740-2090, FX : 416-740-0233

**EMSEAL JOINT SYSTEMS, LTD**

25 Bridle Lane  
Westborough, MA 01581  
PH: 508-836-0280, FX: 508-836-0281

***www.emseal.com/bridge***

*August 30, 2021*

*Job Description: Bridge & Highway, Technical Service/Sales Rep.*

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**Careers at EMSEAL—Bridge & Highway Division, Technical Service & Sales Rep.**

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The primary responsibility for the Technical Service & Sales Rep (TSS Rep) is to fully support the outside sales efforts of the Bridge & Highway Division Outside Sales team. The role is a combination of Technical Service Rep & Project Acquisition Specialist, for EMSEAL's rapidly growing Bridge & Highway Division.

The Technical Service & Sales Rep. is a highly-organized, disciplined, highly driven, active and hands on technical service advisor.

This dynamic position offers the right candidate with a diversity of job activities encompassing technical field and installation support to contractors, distributors, agency customers, and high-level sales pipeline management.

The TSS Rep. is charged with providing hands on technical sales support which includes on-site installation and product training, product recommendations, consulting with engineers—all in the same day—whether in a home office, in the field, or while traveling to and from home base or the field.

The ideal candidate will be proactive, disciplined, and possess high-energy enthusiasm for providing customer-service-oriented technical and product support. An ability to multitask coupled with a creative and driven mind will prove invaluable in this position.

Manage the discovery, tracking, and processing of federal and state projects to maximize sales throughout all domestic territories within the Bridge & Highway Division. Deliver qualified leads to our inside and outside sales team and network of distribution partners. The TSS Rep. is charged with developing and sustaining a systematic approach to supporting the Division's sales workflow and ultimately increasing sales year over year with a heavy and strong focus on project acquisition and lead generation while actively supporting customers on-site.

Travel territorially to train and supervise installations, evaluate test sites, trouble-shoot and liaise with Department of Transportation officials and crews both directly and at trade shows. On-site Technical Service support can potentially consume 3 days or nights per week on average with up to 3-4 weeks in a month during the construction season. National travel will be necessary to support the Bridge and Highway team to accommodate the dynamic nature of construction schedules.

The TSS Rep. may also be tasked with supporting the Director of Sales for the Bridge & Highway Division with management of State and Local Agency QPL's (Qualified Products List) Product Submittals.

The TSS Rep. will also be charged with supporting the Bridge and Highway Division with continuous improvement and management of product installation literature and data. This includes continuous oversight and development of product installation data and training materials.

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**DUTIES:**

- Travel, both territorially (home base) and nationally, to train and supervise installations, evaluate test sites, trouble-shoot and liaise with Department of Transportation officials and crews.
- Interpret construction field conditions communicated through CAD; sketched drawings, and photographs.
- Run DOT specific in-house and traveling installation training programs.
- Assist with the development of installation training programs.
- Track and optimize state DOT bid cycles to optimize timing and maximize sales.
- Institutionalize systems to find, fix, and track DOT bids to automate and outsource project discovery.
- Interpret blueprints and details.
- Persuade potential users to the benefits of selecting EMSEAL joint systems.
- Recommend solutions to address field problems.
- Develop and share ideas for possible new products and technologies and new market applications.
- Attend Territory and nationwide conferences and support the efforts of the Outside Sales Team.
- Other duties as assigned.

**QUALIFICATIONS:**

Minimum Bachelor's degree required. Bachelor of Science in Engineering preferred, or demonstrated technical inclination combined with alternate Bachelor's degree.

**PERSONAL QUALITIES / SKILLS:**

- Self-motivated, disciplined, eager to learn, attentive to detail.
- Strong mechanical and hands-on aptitude and ability. Ability to work with hands and tools, get dirty, and be a credible hands-on demonstrator.
- Ability to make, or learn to make, practical math calculations in field to execute joints, transitions, changes in plane and direction in three dimensional materials.
- Ability to establish and maintain effective working relationships with co-workers, management, vendors, reps, and customers.
- Exhibit high standards of ethical conduct, honesty and integrity.

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- Work and communicate with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner.
- Display a high level of initiative, effort, and commitment toward completing assignments efficiently.
- Encourage and facilitate cooperation, pride, trust, and group identity. Foster commitment and team spirit.
- Express information to individuals or groups effectively, considering the audience and nature of the information. Listen to others and respond appropriately.
- Look at problems creatively and take initiative to try something innovative.
- Juggle numerous related or unrelated tasks and see them all to successful conclusion.
- Make decisions. Ability to assess importance of different aspects of daily workload based on big-picture understanding of company goals.
- Exhibit efficient and effective use of computer software as the vehicle for application engineering and customer support activities.
- Demonstrate a solid aptitude for computer use and strong typing skills. You will be required to touch-type at sufficient speed with which to enter project and conversation notes directly into a central database.
- Demonstrate strong organization and time management skills directly pertaining to the scheduling and management of on-site technical service appointments. Includes management of travel accommodations to/from the field. (i.e. job site)
- Proficiency with software appropriate to job functions such as Microsoft Office, Microsoft Windows, Excel, Salesforce and other programs as may be required.
- Excellent writing and verbal skills.
- Proficiency speaking, reading, and writing in Spanish is preferred but not required.

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**EMSEAL Joint Systems, Ltd.** 25 Bridle Lane, Westborough, MA 01581 USA

**www.emseal.com**

Email all questions and applications to: **careers@emseal.com**