

# Chemistry Technical Support Specialist

---



## JOB SUMMARY

The Chemistry Support Specialist - Works in a non-laboratory setting applying scientific research and information to business applications that support JMC customers, suppliers and staff in a professional, proactive and efficient manner. The role is to understand all products that JMC supplies, quote the best product based on customer specifications and answer technical questions from JMC staff as well as customers.

## ESSENTIAL JOB FUNCTIONS

### *Review and Respond to Customer Requests for Desired Product*

- Receive customer requests in Spanish and Portuguese and offer an option from JMC-approved suppliers based on chemical identifiers (i.e., CAS No., chemical structure, etc.) following established procedures.
- Obtain price, availability, temperature requirements and hazardous classification from JMC vendors. Compare products at multiple vendors for best price and quality. Calculate prices using internal guidelines.
- Following JMC standards, operational procedures, and training guidelines, update internal databases; determine need for any import/export or hazardous material compliance; and complete an offer following internal format and notes.
- As part of verification process with suppliers, evaluate and approve JMC vendors as per SOP.
- Receive, organize and file incoming requests.

### *Direct Customer Contact With Clear Communication in Their Language and in an Attentive Manner*

- Participate in customer quality assurance, follow up and post-sales calls; participate in customer visits as necessary.
- Communicate with customers in Spanish and Portuguese as needed to provide necessary technical support; translate information for customers in writing and periodically via the phone.
- Develop marketing material for promoting our brands with customer.

### *Use JMC Database to Classify Products Based On Import/Export Restrictions From Governmental Entities*

- Use product chemical identifiers to classify products at time of quote and a second time at time of order.
- Navigate the regulatory database and Harmonized tariff book for HTS codes/chapter notes.
- Assign harmonized classifications based on chemicals and their structures.
- Update Compliance database with new and revised regulations.

### *Support JMC Colleagues With Order Processing, Tracking And Handling Of Products*

- Update internal database item list at time of customer order to assure correct product purchase.
- Place orders and negotiate prices with suppliers.
- Release orders by verifying quality and that the requirements of the customer are met.
- Update internal databases with status of orders, inform customers of discrepancies and alternate solutions when necessary.
- Make certifications and perform quality checks.

### *Support Company Goals With the Following Additional Tasks*

- Prepare and conduct training events companywide about the brands and products JMC distributes.
- Logistics support with receiving and shipping.
- General projects as assigned by supervisor.

### *General Housekeeping, Maintenance and Organization of Storage and Work Areas*

Maintain work area in a clean and orderly condition and follow prescribed safety regulations. Participate in general office housekeeping as needed.

## QUALIFICATIONS

# Chemistry Technical Support Specialist

---



To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Incumbent must be capable of consistently applying JMC core values including a strong commitment to customer satisfaction while performing tasks accurately with unfailing attention to detail and have demonstrated the following:

## **A. Minimum Learned Skills and Abilities Required**

Effectively understand and follow appropriate standard operating procedures, internal policies and compliance guidelines as required by the various products, customers, suppliers and Import/Export regulations.

Maintain, update and enter data into established databases and use a variety of computer technology including software, database, word processing, and spreadsheet programs.

Communicate effectively in the appropriate language (English, Portuguese or Spanish) and in a timely manner to present information in verbal and written form and respond to questions from co-workers, customers, suppliers and supervisors. Understand the meaning and spelling of words, rules of composition, and grammatical structure in all languages used.

Easily adapt to changing priorities and manage several assigned tasks concurrently and in a timely manner in a fast-paced environment.

Willingly work as a dedicated team member and collaborate with and provide extremely focused and goal-oriented support as needed to department and company staff. Maintain professional productive internal and external relationships.

Demonstrate eagerness and willingness to learn about our products and services.

## **B. Minimum Education Requirements**

Graduation from a four-year college or university with a BA/BS degree and a major in a science field, preferably chemistry, biochemistry, biology or biopharmaceutical technology.

Position requires an understanding of the application of various analytical chemistry methods and United States Pharmacopeia (USP) Methods and Validation techniques including:

- Basic knowledge related to MS, GC, LC/MS, FTIR, UV-VIS

- Basic knowledge related to chemical characterization (NMR, Mass, IR, KF) and compounds degradation

## **C. Minimum Experience Requirements**

One year of demonstrated experience and understanding of analytical chemistry testing methods including HPLC, GC and other associated assays including with Chromatographic columns and Reference standards; or an equivalent combination of education and comparable work experience.

## **D. Information Technology, Process and Office Equipment Used**

Typical office equipment includes, but is not limited to, desktop workstations and laptops utilizing a Windows-based environment. Software consists of a variety of enterprise-level software products including NetSuite, Microsoft Office, including Word, Excel, Outlook, PowerPoint as well as customized international and domestic shipping, pharmacopeia, and customer relationship management databases and a variety of web-based applications. Other equipment may include a variety of electronic devices such as cell phones, tablets, printers, copiers, and scanners.

## **E. Work Environment and Working Conditions**

Working in a normal office environment, physical effort includes visual acuity and the ability: to sit for long periods to research and enter information into databases and spreadsheets; to compose replies for customers and peers; to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals; to stoop and kneel to retrieve/file paperwork and reports. Position may need to handle hazardous material and controlled substances safely and within guidelines.

# Chemistry Technical Support Specialist

---



*HOURS OF WORK 8:00am-5:00pm Mon-Thurs with 30 minutes for lunch; 8:00am-2:00pm Fridays. Schedule may change with prior written supervisory approval. Periodically, some overtime may be required.*

## CERTIFICATION

**Employee's Name:** I certify that I have received and reviewed this position description and acknowledge the description of my objectives and responsibilities.

---

Signature	Title	Date
-----------	-------	------

**Chemistry Technical Supervisor:** I certify that I have reviewed this position description with the employee named above and acknowledge this position description is complete and accurate upon the time of review.

---

Signature	Title	Date
-----------	-------	------

**Mauro Milchtein, President:**

---

Signature	Title	Date
-----------	-------	------