

Job Title: AD&TS Representative

Founded in 1920, Eastman is a global specialty materials company that produces a broad range of products found in items people use every day. With the purpose of enhancing the quality of life in a material way, Eastman works with customers to deliver innovative products and solutions while maintaining a commitment to safety and sustainability. The company's innovation-driven growth model takes advantage of world-class technology platforms, deep customer engagement, and differentiated application development to grow its leading positions in attractive end-markets such as transportation, building and construction, and consumables. As a globally inclusive and diverse company, Eastman employs approximately 14,500 people around the world and serves customers in more than 100 countries. The company had 2020 revenues of approximately \$8.5 billion and is headquartered in Kingsport, Tennessee, USA. For more information, visit www.eastman.com.

Responsibilities

Tire Additives Technology Division is searching for an Application Development and Technical Service (ADTS) Representative to join the Tire Additives Technology team in the Americas. Preferably, the selected individual will be based out of the Eastman office in Akron, OH. The ADTS Representative will support the current business and develop new applications of existing and new products by teaching our customers why/how to use Eastman's tire additive products in various rubber/tire applications. The ADTS Representative will also troubleshoot and resolve any product related issues during tire production.

The ADTS Representative will:

- Conduct regular visits / contact with the technical management at key customers to track & report back their needs & implement pre-determined account and product strategies.
- Provide rapid response to customer complaints, plant audits, specification review, product sampling with appropriate follow-up to rectify the concerns.
- Act as the initial customer contact point on market insight, customer discovery, product stewardship issues seeking support from the global group as necessary

Job Responsibilities:

- Provide product & application technical information/recommendations about Eastman tire additive products (current and new) to tire compounders and plant engineers.
- Through customer calls discover customer unmet needs, understand customer requirements and define fitness-for-use criteria for specific tire/rubber applications. Translate the fitness-for-use criteria to fundamental materials/chemicals characteristics, followed by product recommendations using knowledge of structure-processing-property-performance understandings.
- Lead technical projects through effective design of compounding studies, coordinate activities within technology, marketing and sales for project planning, milestone and deliverables. and support the development and presentation of marketing material to customers.
- Conduct timely, efficient & professional response to all regional customer complaints & queries of a technical nature, making Eastman a preferred value-add tire additives partner.
- Manage the technical specifications, product & source approvals with the allocated customers, and source changes where appropriate.
- Promote the concepts and activities of Product Stewardship & Environment, Safety & Health.
- Seek, gather & distribute market intelligence, contribute to the global technical knowledge-base through sharing of relevant learning & experience via Call Reports.
- Monitor and communicate developments relating to our existing & potential customer base and competitive landscape.

- Keep abreast of regulatory changes & their impact on our markets.
- Foster dialogue with industry related groups and semi-government organizations.

Qualifications

Education:

- Bachelor's Degree required. Master or PhD preferred.
- Degree in materials or polymer science, chemistry, chemical/materials engineering, rubber technology or related disciplines preferred.

Experience/Skills:

- Minimum of 10 years' experience and in-depth understanding of standard and evolving/competing raw materials, formulation, compounding, mixing & processing of various rubber/tire compounds.
- Experience supplying materials to the tire industry is preferred. Must be able to discover customer needs through discussion with customers technical/ manufacturing organizations, clearly recommend/implement technology/product solutions.
- Excellent written and oral communication skills in English. Second Languages: Fluency or conversational skills in Spanish or Portuguese is a plus.
- Culturally aware and comfortable with international travel
- A team player with initiative, good analytical and trouble-shooting skills, able to work under minimum supervision.
- Proven project leadership with the ability to influence without authority on cross-functional and cross-regional teams.

Other Details:

- 30 - 40% Travel is required for this position
- The candidate would ideally be based out of Eastman's Akron office, but other locations would be considered.
- Reports into the EU and Americas Application Development and Technical Service Manager for Tire Additives

Eastman Chemical Company is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status or any other characteristics protected by law.

Eastman is committed to creating a powerfully diverse workforce and a broadly inclusive workplace, where everyone can contribute to their fullest potential each day.