Join our Team

**Monolith**, located in Lincoln, NE, is excited to announce its search for a **Technical Service Manager**.

Monolith is a carbon black manufacturing company which uses a proprietary process to convert natural gas to carbon black in an environmentally advantaged manner. We're builders. Innovators. Pragmatists. We believe that technology holds the solutions to climate change and that cleaner technology is better technology.

At Monolith we apply scientific principles, engineering practices and a lot of hard work to solve real problems that have a global impact. We use sophisticated analysis methods, advanced manufacturing techniques, and often even our hands to build first of its kind technologies. We do not compromise on safety, quality or performance. If you want to solve tough problems, build real things, and have a big impact then you should join us.

Your Role

The **Technical Service Manager** supports the implementation of Monolith’s go-to-market strategy through building customer relationships by providing application knowledge and support to ensure the customer’s needs are met.

You Will

- Develop a rich knowledge of the customer’s end use application for Monolith’s products.
- Work closely with customers to ensure approval of our products in various customer applications. This will need to be done in collaboration with our customers and Monolith personnel.
- Coordinate and shape the delivery of technical and scientific marketing and product support to customers.
- Develop and deliver training seminars for sales partners, customers, and events/tradeshows.
- Attend industry conferences and forums as required, representing and promoting products and capabilities.
- Train and extend working knowledge to collaborators and sales channel partners.
- Convert findings into R&D targets by providing technical objectives, test methods and by supporting R&D in developing test programs.
- Coordinate, with the VP of Product Development, priorities in the application testing laboratories, and ensure efficient and accurate data generation and knowledge distribution.
- Perform other duties as needed.

You Are

- Organized: Ability to intelligently categorize information in a method that is intuitive to others
- Reliable: Consistent delivery on timelines
- Cogent: Efficiently explain research to the other members of the team
• Coachable: Willing to accept feedback and learn from experience
• Resilient: Perform well under pressure with a low ego that thrives on the team's success
• Inquisitive: Willingness and desire to learn
• Creative: Problem solver who challenges previous assumptions and methods to continuously improve and solve challenges; relentlessly pursues a better solution.
• Adaptable: Demonstrated ability to adapt and change in a dynamic and evolving environment with grit, passion and perseverance.

Candidate must also demonstrate a high level of safety awareness and conviction. Adherence and commitment to Monolith’s SHE philosophy and procedures is a must.

You Have

• PhD. or Master’s Degree in Science, Engineering or related field, and
• 5 years of related experience, or
• An equivalent combination of education and experience to successfully perform the job duties and responsibilities.

You Bring

• Experience working in chemicals or industrial manufacturing industry.
• Strong experience in the technical marketing of chemical specialties.
• A demonstrated ability to adapt to change in a dynamic and evolving environment with collaboration, passion and perseverance.
• An ability to communicate effectively with customers, vendors and team members.
• A deep desire and genuine interest in doing what it takes to build a successful company.
• A proven track record of delivering on timelines.
• An aptitude to perform well under pressure.
• Strong organizational skills.
• An ability to multitask in a fast-paced environment with competing deadlines.

Your Environment

• Will be an open office setting. Travel may be required up to 25% of the time.