



Raven Lining Systems Inc. (“Raven”) offering 100% solids Eco-friendly Raven® and AquataPoxy® composite lining products for sustainable solutions for the protection and renewal of water, wastewater, industrial and O&G infrastructure is seeking an experienced technical applications professional with a customer centric track record of success.

## Job Description

Position Title: **Director, Technical Services**  
Reports To: VP, Sales & Marketing  
Division: Raven Lining Systems Inc.  
Location: Tulsa, OK  
FLSA Status: Exempt  
Salary Grade: TBD

### **Overview:**

Responsible for directing all Raven Lining Systems (RLS) activities related to technical service and support from an application engineering perspective. The main objectives of this role is to promote the continued growth of Raven products and services with engineering specifier’s, our network of certified applicators and industry trade associations.

### **Duties & Responsibilities:**

- Manage and provide technical support for all RLS product offerings, working closely with our field sales and certified applicator (CA) network.
- Manage & develop field technical service staff and 3<sup>rd</sup> party consulting engineers.
- Support product development by working closely with our R&D team to commercialize new products and solutions to meet our customer’s needs.
- Actively represent and promote RLS and its products to technical organizations such as ASTM, AWWA, NASSCO, SSPC and NACE.
- Work with Sr. VP of Sales to develop, implement and manage a certified applicator program, which strengthens the Raven Brand, by assuring best practice application standards are utilized to deliver consistent high quality rehabilitation and protective solutions.
- Develop, implement and manage an audit control program to verify that our CA operations, processes, and project results comply with Raven certification standards.
- Maintains CA records, including certifications, training, personnel, and project information.

- Manages technical consulting offerings to CA's and RLS customers.
- Responsible for leading efforts to upgrade the knowledge, processes, and overall quality and performance of CA's, which includes development and management of technical training manuals and bulletins.
- Manages RLS equipment related offerings to CA's, including education, new equipment sales, maintenance, spare parts, rentals, etc.
- Assists in developing agendas and technical curriculum for Raven CA conferences.
- Manages the development and maintenance of technical issue documentation within CRM database, including technical solutions library and technical support activity reporting.
- Responsible for department budget, including the purchase of new equipment and technical upgrades.
- Responsible for training RLS employees on OSHA safety standards, maintain required recordkeeping, and remaining current on all safety standards.

**Qualifications:**

- Technical college degree (ie. Engineering or Science), with a minimum 5 years coating application experience in the wastewater or water industry. Coating inspector with a design engineering company and/or technical service leader experience with a coating company is highly preferred.
- Must live or be willing to relocate to Tulsa, OK.
- Track record of providing excellent customer service: Focused on being responsive to customer needs, and ability to develop positive and constructive relations with customers and CA's.
- Strong coatings and cement applications, problem solving and solution development experience. Prefer epoxy and urethane knowledge.
- Industrial, O&G and OEM coating industry experience, would be a big advantage.
- Strong mechanical aptitude: Demonstrated expertise and "hands-on" ability to maintain plural component spray equipment.
- Previous work experience in coating application, inspection, failure analysis and equipment / procedures involved therein.
- NACE Certified Coating Inspector Level 3, or equivalent industry accepted certification.
- Ability to build and lead a strong support staff, and direct their activities to achieve team goals.
- Wide degree of discretion, judgment, and authority to act without specific day-to-day direction.
- Ability to travel overnight approximately 30-50%.

**Supervisory Responsibilities:** Field Technical Services Team.

**Physical Requirements / Work Environment:**

Portions of this position will be typical of those found in an office setting – an indoor environment with little or no exposure to extremes in temperature, noise, smells, etc. for the majority of the time. While performing the essential functions of this job, employees will be expected to sit, stand, walk, talk, and hear, and occasionally lift / move up to 50+ pounds. Reasonable accommodations will be made for qualified individuals with disabilities to enable them to perform the essential functions of the job.

Because travel is an essential component of this position, incumbents are required to meet the physical demands of extended national travel and overnight stays, and capable of travel by common air carrier, as well as the ability to periodically work non-standard office hours.

While visiting job sites, incumbents will be required to walk, stand, climb, crouch, stoop, and otherwise maneuver and work in tight and sometimes confined spaces, taking the necessary safety precautions at all times. They will be exposed to extremes in temperature, noise levels, noxious fumes, and other uncontrollable environmental factors. While performing some duties of the position related to coating application and equipment maintenance and repair, the employee may be exposed to hazardous materials which require the use of personal protective equipment, including respiratory protection.

This is a lucrative career opportunity to be part of a growing specialty coating and linings company with recognized and proven engineered solutions. Raven will offer a competitive base salary, an attractive commission plan, and full benefits, including health, dental, life, STD / LTD, flexible spending accounts, and 401(k). We are seeking candidates who will reside or are willing to relocate to the Tulsa, OK area. A relocation allowance will be provided.

For more information about Raven, visit our website at [www.ravenlining.com](http://www.ravenlining.com). Interested candidates should forward resumes with compensation requirements in confidence to: [ravenlininghr@gmail.com](mailto:ravenlininghr@gmail.com). Raven is an Equal Opportunity Employer.  
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