



## JOB DESCRIPTION

### APPLICATIONS SPECIALIST

<b>Job Title:</b>	Applications Specialist	<b>FLSA Status:</b>	Exempt
<b>Department:</b>	Applications	<b>Travel:</b>	75%
<b>Reports to:</b>	Application & Technical Service Manager	<b>Approved:</b>	04/2018

#### Organization

Handtmann Inc., located in Lake Forest, IL, specializes in filling, portioning, depositing, forming, and linking equipment for the meat, dairy, bakery, and pet food industries. Handtmann Inc. provides machines, technology, and services for all sizes of businesses. Handtmann Inc., the North American wholly owned subsidiary of Albert Handtmann Maschinenfabrik GmbH, a leading global technology solutions provider to the meat/food processing industries, enjoys an excellent reputation for design innovation and occupies the premium position in this equipment market. The Handtmann group is a family-owned business established in 1873 and headquartered in Biberach, Germany.

#### Corporate Culture

Handtmann is an innovative company, one that is technically and mechanically inclined, offering the industry best-in-class filling and portioning solutions and service. Our team is a high-energy group that works hard and smart with great integrity for customer satisfaction. Handtmann's positive environment recognizes dedication and technical proficiency that benefits our customers.

#### Summary

Responsible and accountable to use deep technical knowledge to assist with and provide guidance in the testing of Handtmann technologies and to provide assistance on troubleshooting issues for complex customer installations. The position is also responsible to generate and distribute technical reports regarding testing results.

#### Essential Duties and Responsibilities

The essential duties and responsibilities may include the following. Other duties may be assigned.

- Provides guidance throughout testing and/or commissioning of Handtmann technologies.
- Assists in troubleshooting and problem solving for complex installations.
- Monitors and reports on competitor activities.
- Assists in or individually manages internal testing conducted at the Technology Center.
- Assists in organizing and delivering training courses that meet the company objectives.
- Documents and distributes results of all tests completed within the Technology Center and a customer locations.
- Handles the sanitation of the Technology Center and equipment to ensure compliance with written Technology Center sanitation procedures.
- Partners with the parts department to ship equipment, parts and finished product samples.
- Researches and maintains supply and ingredient needs for internal testing.
- Assists in the development of technical documents.
- Fosters and maintains excellent relations with customers.

#### Supervisory Responsibilities

This position has no supervisory responsibilities.

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#### Sphere of Interaction

This position interacts and interfaces with senior management and all employees, especially Germany technical resources, field service personnel, applications, sales and parts department members. In addition, there will be frequent contact with customers and potential customers.

#### Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Judgment** - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Customer Service** – Assists in the management of difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

#### Qualifications

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.

#### Knowledge

Required:

- Bachelor's Degree in meat science, food science or related field.
- Minimum of one year experience in the meat industry in a position that focuses on hands-on operation of meat processing equipment and process development.
- Deep knowledge of production processes for meat processing.

#### Skills

- Technically and mechanically proficient.
- Strong active listening skills.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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#### Abilities

- Ability to listen to and understand information and ideas presented through spoken words and sentences as well as the ability to read and understand information and ideas presented in writing.
- Ability to communicate and present information and ideas to invoke understanding.
- Strong deductive reasoning skills with the ability to generate solutions that effectively solve problems.
- Ability to speak clearly and persuasively.
- Strong attention to detail with strong organization and time management skills.
- Ability to work well in a team environment and a demonstrated ability to build and foster good relationships.

#### Computer Skills

To perform this job successfully, an individual should have intermediate PC skills and knowledge of Internet software and Microsoft Office applications (Outlook, Word, Excel, PowerPoint). Must have the ability to operate general office equipment including copier and fax machine.

#### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand, walk, talk or hear. The employee is frequently required to sit and use hands to finger, handle or feel. The employee is occasionally required to reach above shoulders; climb or balance; and stoop, kneel, crouch or crawl. This position requires hand-eye coordination and manual dexterity sufficient to operate equipment, a keyboard, photocopier, telephone, calculator, and other office equipment. The employee must regularly lift and/or move up to 10 pounds and will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### Work Environment

The work environment characteristics described here are representative of those encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee frequently works near moving mechanical and is exposed to fumes or airborne particles. The employee has frequent work related travel. Personal Protective Equipment may be required when working in designated areas. The noise level in the work environment is moderate.