
Who We Are: We are a filtration-based, solutions company who manufactures vessels for both activated carbon and other multimedia applications. We are experienced in developing a broad range of activated carbon and ion exchange filters, adsorption equipment, systems, and services for environmental remediation and the removal of trace contaminants from air, water, process liquids, and gases. In addition to our filtration equipment, we design and manufacture integrated liquid and vapor treatment systems and provide a variety of services including equipment rental programs and media exchanges.

At TIGG, we are driven to create innovative solutions that continually exceed expectations. As a 100% employee-owned company, we invest in our people, which enables us to solve our customers' demanding and diverse challenges. Our culture and core values are all about empowering our teams, sharing goals and direction, and executing. Every team member can make a difference at TIGG.

Our Business Concept: We proactively seek out the needs of the environmental market for removal of trace contaminants from air and water. We respond by offering a comprehensive line of cost-effective, technically-sound products and services. We concentrate on working with engineering firms, contractors, and end users in the environmental market in geographic areas where we can develop a competitive advantage. We strive to develop long-term relationships with our customers as their preferred source of treatment solutions for environmental applications.

Here at TIGG, we focus on:

- Quality Service and Customer Focus
- Technical and Process Experience
- Equipment Availability
- Complete Systems for Purchase or Rental
- Media Management Services

Sales Service Coordinator

Service Scheduling and Coordination

- Working with the customer and service crew for dates, times, and any additional special instructions such as restricted areas, time restraints, training, etc.
- Shipping new carbon to the site and coordinating spent carbon disposal. Including: scheduling the spent carbon into the disposal facility, coordinating the pickup, providing necessary paperwork (spent carbon manifest forms, labeling, and land bans).
- Confirming with the disposal facility that all spent carbon approval profiles are current and up to date. If the spent carbon profile has expired, work with the customer to submit new paperwork and samples to the disposal facility for approval.

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- Renting any special equipment necessary to perform the change out. Including Extendable lulls, cranes, or special trucks (liftgate, step deck, short truck, etc.)
 - Entering the sales order in Microsoft Dynamics once the purchase order from the customer is received.
 - Entering purchase orders to each vendor for the service work while making sure exact costs are charged to the project.

Logistics

- Coordinating and directing inbound and outbound shipments for both less-than-truckload and truck-load.
- Establishing and maintaining a strong relationship with freight vendors to negotiate pricing for shipping as well as trailer rentals, eliminating demurrage/retention charges, etc.
- Scheduling shipments for less than truckload & truckload. This process includes working with the warehouse to confirm when the freight will be ready for pickup, confirming weight and number of skids, contacting various freight carriers to secure the best rate, scheduling a pickup, preparing a bill of lading/labels, creating a purchase order for the freight carrier, and handling any unforeseen issues such as the pickup not occurring when scheduled, lost/damaged freight, weather conditions, etc.
- Responding to all customer complaints or inquiries in an efficient manner. Including sending tracking information, locating freight that has not arrived on site by the promised date, or filing complaints when the freight has been damaged.
- Filing all paperwork (sales orders, purchase orders, bill of lading, and proof of deliveries) accordingly. This information can be requested during an audit.
- Preparing any additional paperwork when necessary including customs paperwork and hazardous paperwork.

Customer Service - Sales Support

- Assisting the sales team by entering sales orders, creating purchase orders to vendors for products/ services, obtaining quotes for service change outs, obtaining quotes for freight costs, providing support when salesmen are traveling or are out of the office.
- Working closely with the accounting department in manifesting orders and preparing them for invoicing, resolving any discrepancies between purchase orders and invoices, and providing documentation during audits.
- Providing customer service support to customers such as tracking information, costs, purchase orders that were never received, damaged or lost items, and orders that are time-critical or an emergency, etc.
- Prepare small package bids and proposals to ensure a timely delivery



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- Field and qualify incoming phone calls/web queries and distribute to the sales team accordingly

Purchasing

- Building and maintaining relationships with media suppliers
- Ordering and maintaining an inventory of warehouse supplies such as empty bulk saks, specialty carbon, and miscellaneous supplies.
- Working closely with vendors and suppliers in time-critical situations. This can include drop shipping materials directly from the vendor to the site.

Required Background Experience

- BA/BS degree preferred
- 5 years' work experience
- Good business acumen
- Ability to multi-task
- Activated carbon experience/understanding a plus
- Professional demeanor
- Good phone skills

Position offers health & dental benefits, paid holidays, and accrued vacation.