

Working for Rousselot / Darling Ingredients means working for an ambitious industry leader in an entrepreneurial and no-nonsense industrial environment where 'best in class' is the standard.

With more than a century of experience, Darling Ingredients is the world's largest producer of sustainable natural ingredients from edible and inedible organic residuals. Headquartered in Irving, Texas, and with an international head office in Son, The Netherlands, we are the only publicly traded company in our industry (NYSE/DAR). With approximately 10,000 dedicated employees globally and a strong presence in North America and Europe we are one of the largest companies in the industry. A pioneering innovator in repurposing, we create a wide range of products and customized specialty solutions for the food, feed, pet food, fuel and other industries at plants in over 200 locations on five continents. Rousselot is a brand of Darling Ingredients.

Rousselot is the global leader of gelatin and collagen peptides. Rousselot recently launched X-pure, which is a low endotoxin gelatin/collagen for in body biomedical applications. We work in partnership with our customers all over the world, delivering innovative and advanced ingredient solutions manufactured through state of the art operations. We help our customers achieve their goals, enabling them to create world class pharmaceutical, food and nutritional products to inspire and excite today's demanding consumers.

Rousselot is currently looking for a (M/F)

### **TECHNICAL SUPPORT MANAGER** **food, pharmaceutical and nutrition applications**

The Technical Support Manager supports sales strategy implementation and sales development in his/her geographic area by providing technical assistance to customers. In addition, he/she will support strategies to develop new business by opening-up new sales channels and creating sales opportunities.

The Technical Support Manager is responsible for bringing the suitable assistance to sales teams and customers regarding technical issues. This includes trouble shooting, product developments, applications and market developments, design and negotiation of technical specifications, training, complaints.

#### **Advice and develop on an international level**

- By providing in-depth technical assistance and advice, you support the sales strategy within your region.
- You bring suitable technical assistance to customers within the assigned region. This includes client visits to solve troubles, to design new product specifications, to discuss applications and process optimization.
- You work closely together with colleagues of application & development labs, of sales, quality and production departments to translate market and customer needs into relevant trials.
- You provide training and technical documentation to ensure your colleagues and customers have the required knowledge. You support the validation of new products.
- By following up market trends, visiting food/pharmaceutical/nutrition shows, and by building relationships with prospects and customers you identify and target accounts for new and existing products.
- You work mainly from the Gent plant and you travel approximately 40% of your time. You are part of a global support team, and you report to the Marketing & Sales Director EMEA and to the Global Technical Support Manager.

**Customer-oriented, eager to learn, international mindset**

- You have a bachelor or master's degree in biochemistry, bio-engineering, food science or a related background, and a strong interest in food & nutrition technologies and trends.
- You have relevant international experience in a technical sales service, product development or business development role, preferably within food-, pharmaceutical or nutrition industry.
- An excellent knowledge of English is necessary. Good knowledge of Dutch, French, German or another language is a plus.
- You are customer oriented and willing to deliver high quality solutions. You easily analyze problems, understand customer needs and take appropriate actions.
- Your organizational skills enable you to prioritize issues and to manage several projects simultaneously.
- Eager to deliver results, you take matters in hand. Your excellent communication skills help you to work within multidisciplinary teams, to interact on different levels, to present information and to explain technical jargon in a clear manner.
- You show dynamism, eagerness to learn, self-reliance and business curiosity.

**Looking for a leading, global company that offers you the possibility to learn?**

- The opportunity to contribute to the success of a group with global presence, that applies advanced technology and puts focus on innovation.
- You can build up knowledge and take responsibility in a motivating, high-quality oriented and open company culture, where entrepreneurship is highly appreciated.
- Enriching projects, business challenges, technical innovation, project assignments and communication with colleagues and customers at an international level are part of daily life.
- A motivating remuneration with company benefits, equal to your knowledge and experience is provided.