



People you trust, delivering results.™

Build A Sales Career: Industrial and Institutional Services



Nalco customers across the broad range of end markets served by our Industrial and Institutional Services (I&S) division depend on us to deliver results that help them succeed.

Our knowledge of our customers' industries and our technological expertise allow us to understand their current requirements and anticipate their future challenges. We uncover opportunities for enhancing our customers' processes and systems with innovative solutions that are financially, technically and environmentally sustainable. That has been Nalco's focus since its inception. While we have typically sold our services based on economic ROI (return on investment), we consistently provide substantial environmental benefits as well.

Industrial & Institutional Services

I&S customers across many diverse industries use our water treatment programs to extend the useful life of their assets, minimize downtime of their facilities, conserve water and energy and reduce their total cost of operations. Our process treatment programs include applications in mining and mineral processing, metal finishing, investment casting, odor control and membrane systems.

Nalco is the leader of this \$6.9 billion global market. Products and services include: cooling water treatment and automation (scale control, microbial fouling control, corrosion control); boiler water treatment and automation (pre-treatment, condensate control, internal treatment); indoor air treatment; raw and wastewater treatment; and water reuse and recycle.

Our total water management and process additive capabilities position us to serve customers across a large spectrum of industries and markets, including aerospace, steel, mining, chemicals, power generation, food and beverage, pharmaceuticals, electronics/semiconductors, light manufacturing, commercial buildings and other institutional facilities.

I&S Sales Engineers

The needs of I&S customers are as diverse as the industries we serve, and the successful sales engineers who make up our sales force are equally diverse.

The I&S division seeks sales engineers who have a technical background, but are also engaging, excellent at building relationships and have competitive drive.

On the technical side, we look for people with engineering or chemistry degrees, including chemical engineering, mechanical engineering and industrial engineering. Specialty areas include mining, nuclear, paper and civil engineering. On the chemistry side, we look for experience/degrees in microbiology, biochemistry and biology. We also look for self-motivated individuals who push themselves, because when you are in the field, it's often just you and the customer. Competitive drive is the most important differentiator between successful and unsuccessful sales engineers.

Nalco sales engineers have to be able to design solutions and solve problems right alongside our customers in their plants, and they must be passionate about working hard to build solid working relationships.

Train With The Best

At Nalco, we offer competitive pay and benefits. Our training and development program turns out the best-prepared sales engineers in the industry. Our customers know that and have come to depend upon it.

Sales engineers come to Nalco's global corporate headquarters in Naperville, Ill., for one week of onboarding, which includes an introduction to Nalco, computer training and three days of safety training. The second component of sales engineer training is a 24-week session of technical lessons, involving lesson plans and tasks that have to be completed outside of work. After the initial week of training, engineers go out into the field for on-site training and see the things they have learned about. The third component of training is a competency exam that must be passed in order to become a full-time I&S sales engineer.

After three to six months in the field, in which sales engineers are further trained by the District Manager and a Primary Trainer, sales engineers come back to Naperville for the fourth component of training: the New Sales Engineer Conference, which involves another week of training. The conference includes sales talks where the sales process is learned and practiced with role-playing and simulation techniques.

I&S Career Paths

Because I&S serves such a broad range of end markets, our customers are spread across every region of the United States, which gives our sales engineers many geographic opportunities in which to build a career.

In general, I&S sales engineers work in two areas:

Heavy Industry: The sales cycles are longer, usually more technically oriented and the accounts are much bigger. Heavy industry sales engineers need to be more technically competent and they have to have more patience.

Light Industry: The account/customer is smaller and the sales cycle is shorter. Sales engineers do not spend as much time with these accounts, so they do not typically have to have as much technology experience.

I&S also has one of the best-developed alternate career paths, and it's all about keeping sales engineers satisfied long-term in their jobs.

The Professional Sales Career track includes positions from District Representative all the way up to Key Account Manager. Nalco I&S also offers a Sales Management track, with such positions as Area Manager, District Manager and Sales District Area Manager.

In both career paths, sales engineers learn new things all the time and there are opportunities in the industry to develop expertise in a certain technology area. Because Nalco is a global company, engineers can literally go anywhere they want.

At Nalco there is also a sense of camaraderie and teamwork. It's more than just a job — it is also about family. Sales engineers do things together outside of work — they celebrate their kids' birthdays, socialize and support each other as a team. You don't see that at a lot of other companies, and it's an important part of why our sales engineers are successful.



Do You Want to Work For a Leader? Let's Talk!