

Company Description

Unison Solutions, Inc. is a U.S.-based manufacturing company specializing in the design and production of biogas conditioning and upgrading systems, including BioCNG membrane and Amine upgrading technologies. Located in Dubuque, Iowa, we manufacture, assemble, and factory test all our systems on-site. Our service team performs equipment start-up, commissioning, training, and ongoing maintenance. We excel in biogas purification, offering solutions for hydrogen sulfide and siloxane removal, CO₂ removal, compression, moisture removal, and gas quality monitoring. Additionally, we provide gas analysis and replacement media services for any biogas systems.

Summary: The After-Market Application Representative plays a key consultative role in supporting renewable natural gas (RNG), wastewater, and agricultural biogas facilities through proactive outbound engagement. This position focuses on helping customers maintain, optimize, and extend the life of critical biogas assets by recommending appropriate replacement parts, service solutions, and system upgrades.

Through technically informed conversations, this role partners with operators, maintenance teams, and engineers to identify operational risks, performance gaps, and compliance challenges—then delivers after-market solutions that improve reliability, safety, and long-term system performance.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Execute daily outbound phone calls to existing customers, inactive accounts, and targeted prospects to promote after-market products and services
- Identify maintenance needs, operational issues, and upgrade opportunities through consultative conversations
- Engage plant operators, maintenance supervisors, engineers, and asset managers in technical discussions about system health and performance
- Diagnose customer challenges related to uptime, gas quality, wear components, compliance, and preventive maintenance
- Serve as a trusted technical advisor rather than a transactional seller
- Identify opportunities for system upgrades, retrofits, and modernization driven by throughput increases, feedstock changes, or regulatory requirements
- Support customers with solutions across digester systems, gas handling, upgrading equipment, flares, blowers, compressors, separation, and CHP interfaces
- Promote lifecycle service strategies that reduce unplanned downtime and total cost of ownership
- Re-engage dormant or under-supported accounts through needs-based consultative outreach
- Drive recurring revenue through service agreement renewals and strategic part stocking programs
- Follow up on quotes, renewals, expiring service agreements, and previously lost opportunities

- Sell replacement parts, consumables, service plans, preventative maintenance agreements, retrofits, and system upgrades
- Recommend solutions that optimize biogas system uptime, safety, efficiency, and lifecycle value
- Educate customers on the benefits of OEM parts, scheduled maintenance, and long-term service strategies
- Build long-term relationships with plant operators, maintenance managers, engineers, and facility owners
- Maintain accurate records of customer interactions, call activity, and opportunities in CRM
- Coordinate with service, engineering, and technical teams to ensure accurate solutions and smooth order fulfillment
- Consistently meet or exceed outbound call, quote, and revenue targets
- Manage and prioritize a pipeline of after-market opportunities from lead generation to close
- Track customer purchasing trends and proactively suggest future needs
- Stay informed on industry trends, regulatory drivers, and customer challenges in renewable energy and anaerobic digestion
- Maintain a strong working knowledge of RNG, wastewater, and agricultural biogas processes, including:
 - Anaerobic digestion systems
 - Gas upgrading and treatment technologies
 - Hydrogen sulfide, moisture, and siloxane management
 - CHP and pipeline injection requirements
- Work closely with service technicians, engineers, and operations teams to develop accurate technical solutions
- Ensure quotes reflect correct specifications, application requirements, and operational constraints
- Provide customer feedback to internal teams on field conditions, failure modes, and product improvement opportunities
- Perform all other tasks as required
- Work toward continuous quality improvement
- Stay current with changing technology, including software and related applications
- Uphold, support, and promote all company policies and procedures

Supervisory Responsibilities: None

Qualifications: To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:

- Bachelor's degree in engineering, management or related field preferred
- 3+ years of outbound sales, inside sales, or after-market sales experience (industrial, energy, or technical products preferred)

- Experience working with rotating equipment, gas systems, or process equipment strongly preferred
- Exposure to RNG, wastewater treatment, agricultural operations, or biogas systems highly desirable
- Proven success conducting technical, consultative outbound sales conversations
- Ability to read and understand engineering drawings, electrical drawings, submittals and O&M manuals
- Strong presentation and customer relationship skills
- Ability to read/understand engineering drawings and specifications
- Ability to communicate effectively and to convey cost saving options to customers
- Experience with Microsoft Office Suite, Software systems and CRM software
- Ability to travel for job-related purposes – customer sites, sales trips, trade shows