

Field Service Representative

Department: Service
Job Status: Full Time, Non-Exempt
Reports to: District Team Leader
Travel Required: Yes
Positions Supervised: None

POSITION SUMMARY

Responsible for the installation of company machinery and assisting customers with problem resolution using whatever appropriate means and resources available to get customer's equipment operational in the most expedient manner.

ESSENTIAL FUNCTIONS

- Perform duties as directed concerning the contractual obligations for installation, start-up services, and operation instruction, on all equipment represented by the company.
- Report the results of work performed, problems encountered, and customer dissatisfaction in the form of prompt written service reports to the Service Manager and Sales Engineer.
- Make recommendations and corresponding reports to the supervisor for product improvements that effect operation and reliability of our products.
- Maintain good relationships with customers and customer employees, resolve equipment problems and recommend corrective action and troubleshooting approaches.
- Assist in training other personnel such as other Field Service Representatives, and the customer in the use, operation, adjustments and proper maintenance procedures for our equipment.
- Maintain demonstration equipment and ensure proper operation. Assist in customer presentation and demonstration as requested by the Regional Service Manager.
- Learn the latest installation/maintenance procedures and techniques while assisting vendor technicians and other installers and submit report for review by other Field Service Representatives.

QUALIFICATIONS

- Two Years electronic technical school or equivalent experience
- Associates Degree preferred.
- Completion of Field Service training program or prior experience in N/C or P/C service/maintenance or maintenance/operation experience
- Valid driver's license

SKILLS AND ABILITIES

- MS Office Applications
- Ability to multitask
- Adaptability to changing priorities
- Good communication skills, both oral and written
- Self starter and self reliant
- Excellent problem solving skills

WORK ENVIRONMENT

- Customer Sites, Travel by Automobile and/or Airplane

ADA ESSENTIAL JOB FUNCTIONS

Position Title:	Field Service Representative
Department:	Service

Physical Requirements	N	O	F	C	Lift/Carry	N	O	F	C
Standing			X		10 Lbs or less			X	
Walking			X		11-20 lbs			X	
Sitting			X		21-50 lbs			X	
Handling/Fingering				X	51-100 lbs		X		
Reaching (Outward)				X	Over 100 lbs		X		
Reaching (Above Shoulder)		X			Push/Pull				
Climbing		X			12 lbs or less			X	
Crawling		X			13-25 lbs			X	
Squatting or Kneeling		X			26-40 lbs			X	
Bending		X							

- N (Not Applicable)** Activity is not applicable to this position
O (Occasionally) Occupation requires this activity up to 33% of the time (0 – 2.5+ hrs/day)
F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical/Mental Requirements	N	O	F	C
Vision (corrected or otherwise)				X
Sense of sound (corrected or otherwise)				X
Concentrating				X
Thinking				X
Communicating				X

Mental Functions – Definitions

1. Concentrating – ability to bring or direct toward a common center or objective; to focus one's efforts.
2. Thinking – the process of using your mind to consider something carefully; "thinking always made him frown", "she paused for thought"
3. Communicating – talking with and/or listening and/or signaling people to convey or exchange information/ includes giving/receiving assignments and/or directions.

CORE COMPETENCIES

Customer Focus

Anticipates customer needs. Demonstrates an understanding of customer issues and business environment. Fosters a customer-focused environment in others. Responds to customer requests quickly. Advocates achievement of customer satisfaction.

Communication Skills

Promotes a climate of open and respectful communications with all levels of employees and management, capable of successful formal and informal communication, speaks and writes clearly and understandably at the right level.

Integrity and Trust

Involves being widely trusted, being seen as a direct, truthful individual, can present the unvarnished truth in an appropriate and helpful manner, keeps confidences, admits mistakes, and doesn't misrepresent him/herself for personal gain.

Problem Solving

Uses rigorous logic and methods to solve difficult problems with effective solutions, probes all fruitful sources for answers, can see hidden problems, and uses logical analysis to arrive at effective solutions. Proposes new and innovative approaches for handling problems.

Dedication

Involves demonstrating a desire to dedicate time and energy to accomplish goals, tasks, assignments, etc. Will do what it takes to get things done. Exhibits commitment to work and the company.

Brand Harmony

Understand the role you play in contributing to the customers' perception and act in a way that supports the role. Communicating consistently in words and actions of the brand: quality, reliability, technological innovation, educational leadership, no-questions-asked customer service. Seizes opportunities to influence and assure customer's multiples experiences result in a collaborative and satisfying relationship.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.