

## Field Service Manager

### Job Description:

Manages the field service personnel who perform on-site routine services including installation, maintenance, and repair. Oversees the scheduling and training of field service technicians. Responsibilities also includes handling execution of service contracts and directing support services.

May require a bachelor's degree in area of specialty and at least 7 years of experience in the field or in a related area. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

**Reports to:** Managing Direct, Customer Delivery

### Duties:

- Responsible for the successful completion of customer service calls and determines additional corrective action if needed.
- Responsible for subcontractor work and be able to identify scope of work additions and/or deletions.
- Conduct inspections of customer sites and identify mechanical, electrical, and control items.
- Provide Quarterly Reports on each customer site to include financial and operational performance data, opportunities for improvement, and recommendations for enhancement.
- Provide adequate training and resources for the Service Technicians to fulfill their duties.
- Prepares, edits and proof reads correspondence, invoices and related material.
- Conduct technical studies to determine correct and/or replacement parts on a system level.
- Develop work sequences from approved Engineering Change Orders and schedule implementation with available resources.
- Responsible for the Customer Satisfaction program elements by soliciting and processing customer feedback information and reporting results.
- Actively participate in Engineering Change documents, configuration controls documents, and other technical information required to support existing and potential customers.



- Performs any other duties related to the position of Customer Service Manager as directed by the Director of Operations.

**Working conditions:**

- Work days are usually, Monday to Friday, 8 hours per day, minimum 40 hours per week.
- Customer sites are municipal waste water treatment plants and will require travel in company provided transportation to customer sites or expensed private transportation.

**Employment Requirements:**

- Willing to travel up from 25% to 50%, expenses reimbursed.
- Proficient spoken and written English.
- Ability to lift and carry up to 80 pounds.
- Ability to work in a noisy environment.
- Have a company insurable Drivers Record
- Successfully complete Drug Screening
- Successfully pass a Background Screening