

Job Description

Position Title	Department	Reports to
Field Services Manager	Field Service	Shop Lead/ Director of Operations
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	

Position Summary & Supervisory Responsibilities

Manages 1-5 employees in the Field Service (as necessary for job completion). Responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and procedures. Responsibilities include training employees; planning, assigning, and directing work; appraising performance to be reported to Director of Operations; addressing complaints and resolving problems.

Purpose:

Plan, direct, or coordinate, usually through field service crew and subcontractors, activities concerned with the completion of field service work orders. Participate in the sales, conceptual development of a project and oversee its organization, scheduling, and implementation.

Essential Duties and Responsibilities

- Administration and Management - Become familiar with the business and management principles involved in strategic planning, equipment management, timekeeping, leadership technique, production methods, and coordination of people and resources.
- Material and Equipment - Knowledge of the practical application of material and maintenance of necessary equipment for job completion. This includes applying principles, techniques, procedures, and equipment to the design and production of various linings and coatings. Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- Customer Service - Knowledge of principles and processes for providing customer service. This includes customer needs assessment, driving sales for field service department, meeting quality standards for services, and evaluation of customer satisfaction.
- Sales- Engage Customer interaction to drive sales for Field Service Department. Follow up with customers, create new opportunities for work, be engaged in bidding process.

Skills

- Communication- Via Email, Face-to Face Discussions, Phone, Text, Slack Messenger, Reports
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or subcontractors to make improvements or take corrective action.
- Speaking - Talking to others to convey information effectively.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience including email and phone communication.
- Coordination - Adjusting actions in relation to others' actions.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Equipment Maintenance - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Tasks

- Confer with Director of Operations & Shop Lead, owners, subcontractors, or design professionals to discuss and resolve matters, such as work procedures, complaints, or on-site problems.
- Study job specifications to determine appropriate application and testing methods.
- Business development/Sales – Engage with current and prospective customers to drive field service business. This may include (but is not limited to) phone calls, site visits and facility walkthroughs with customers to develop new business.
- Prepare and submit expense reports for all job expenses on company credit card.
- Time management of yourself and others; plan, schedule, or coordinate work order activities to meet deadlines.
- Investigate damage, accidents, or delays at job sites to ensure that proper procedures are being followed.
- Communicate new or modified plans in response to delays, bad weather, or site emergencies.
- Possess knowledge of work order and bid to discuss with representatives of the owner or developer, including administrative staff, workers, or customers.
- Quality Control Analysis - Conducting tests and inspections of products, services, or processes to evaluate quality or performance, maintain written job reports and turn in to Director of Operations.
- Time management of yourself and Field Service Team; plan, schedule, or coordinate work order activities to meet bid deadlines. Verify integrity of time keeping for all jobs
- Manage job site safety and recordkeeping
- Manage all job-related paperwork and recordkeeping
- Meet and enforce all Field Service Policies (attached separately)
- This list is not all inclusive and duties and responsibilities may change at any time. Any changes will be at the discretion of Management

Qualifications and Education Requirements

- High School Diploma or educational equivalent (GED)
- Mechanical, electrical, and general maintenance experience required
- Experience using power tools is required
- Must work well in a team environment as well as independently
- Ability to meet or exceed the company's attendance and punctuality standards
- Reliable transportation is required
- Must be well versed in OSHA requirements and the application thereof
- Must be professional and have a good work ethic
- Must be well organized and good on housekeeping
- Must be computer literate
- TL License

Physical Demands and Work Environment

- Lifting required (5-50lbs.)
- Ability to climb ladders
- Bending at waist, sitting, kneeling, laying horizontally, climbing, walking as job requires
- Extreme heat or cold
- Noise level, which may, at times require hearing protection in the form of ear plugs
- Heights
- Electricity
- Lubricating fluids, cleaning solvents, batteries etc.

Fringe Benefits

- Cell Phone paid for by the company- The phone **MUST** have a cover to protect from damage at all times.
- Laptop computer, bag, printer & scanner- While this is for company use so that you may forward necessary documents and emails it is available to you during non-working hours.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person

authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by:

Signature: _____ Name (print): _____

Title: _____ Date: _____

Received and accepted by:

Signature: _____ Name (print): _____

Title: _____ Date: _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.