

Position Description: Technical Field Service Supervisor

Reporting Relationship: Customer Service Manager

Responsibilities will include, but are not limited to:

- Oversee scheduling of Field Service Technicians and contract service companies for projects and service needs. Ensure coordination and preparation prior to field visits.
- Help to solve the Field Service Technician issues while on installation and service calls.
- Work with Project Managers to actively resolve punch lists for new equipment.
- Work with project management to prepare estimates and quotes for new equipment installations.
- Work with project Managers to ensure preparation of customers for upcoming jobs to include discussing on site conditions.
- Prepare and follow up on recommended spare parts packages for new projects
- Work with engineering and suppliers to gather all operations and parts manuals for new projects.
- Recruit Field Service Technicians and manage their training schedules
- Share on call duties to cover after hours, weekend, and holiday service and technical support calls.

**QUALIFICATIONS/OTHER REQUIREMENTS:**

- Minimum of 5 years of experience as a field service technician or as a Field service manager within electro-mechanical equipment or industrial manufacturing.
- Minimum of Associates Degree in technical discipline, or equivalent experience
- Required technical depth to drive resolution of customer reported issues through Engineering and Manufacturing resources
- Ability to read mechanical drawings and layouts.
- Critical thinking, analytical, and problem solving skills
- Excellent communication skills (oral and written)
- Solid computer skills, including Microsoft office products
- Ability to develop constructive working relationship with customers, coworkers, and suppliers
- Self-motivated, efficient time management, attention to detail