

## Field Service Engineer

# JOB DESCRIPTION

**POSITION/TITLE:** Field Service Engineer/Representative  
**REPORTS TO:** Director of Sales and Service  
**LOCATION:** Atlanta, Georgia, East Coast and Southern states

### Company Info:

Everett Washington based privately owned manufacturing company

### POSITION SUMMARY:

The Field Service Engineer/ Representative will have a strong mechanical and electromechanical aptitude and strong mechanical troubleshooting skills. Knowledge of MS Word, Outlook, Excel and PowerPoint required. This position requires extensive travel as well as occasionally working evenings, weekends, and holidays. Clean driving record and a US Passport are required.

### Responsibilities

- Serves existing accounts by analyzing orders; customer equipment and parts needs, planning weekly schedule; investigating complaints; resolving problems. This is a Field Service position requiring extensive travel and occasional evening, weekend and holiday work.
- Establishes parts/service needs by studying system requirements; ordering and gathering components and parts to match customer needs
- Maintains rapport with customers by scheduled visits, identifying needs, quoting recommended parts, recommending system improvements.
- Documents service and installation calls by completing forms, reports, logs and records.
- Some overseas work and travel is likely.

### Skills/Qualifications:

- Associates Degree or higher, from a technical or military school or equivalent
- At least a few years of experience as a mechanical field services provider with excellent customer service skills
- Strong mechanical and electromechanical aptitude and strong mechanical troubleshoot skill required
- Ability to analyze information, make judgements, build strong relationships, maintain equipment, communicate effectively (both written and verbal) write reports, maintain confidentially, achieve results, and focus on quality
- On the job training is provided
- US Passport and a clean driver's license

Job is contingent on having no criminal record and credit check, drug test and physical examination

**Compensation:**

50 to 60k + bonus DOE (full office equipment provided as well as transportation)

For consideration and additional information please contact:

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