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# Example of Field Service Manager Job Description

Our company is growing rapidly and is looking for a field service manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for field service manager

* Embedement and adherence to best practice
* CI coaches for the PSPs and the analysts reporting to them
* Parts stocking guarantees & truck stocking maintenance adherence
* Establishment of PSP companies & maintenance thereof
* Executing on the strategy of driving exclusivity
* Managing and optimizing warranty cost within the assigned districts
* Trigger Service Escalations to Service Engineering and CASP
* Follow up on FSE performance that generates Customer Satisfaction issues
* Provide oversight and non-technical training plans for assigned resources
* Work with local service organizations to deploy and embed the above

## Qualifications for field service manager

* Previous experience as a group, team or project leader
* Degree in Science or Engineering, specializing in either Electrical/ Electronics/ Avionics or Aeronautics
* Minimum 3 years of direct experience working in an airline/MRO in the line/base maintenance or technical services/engineering department, or
* Minimum 3-5 years of relevant experience in a field service or customer support function in the Aerospace or MRO environment
* Possess a positive attitude and initiative, able to multi-task and work under pressure
* A team-player who is customer-oriented and possesses a meticulous mindset