Downloaded from <https://www.velvetjobs.com/job-descriptions/field-service-representative>

# Example of Field Service Representative Job Description

Our growing company is searching for experienced candidates for the position of field service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for field service representative

* Responsible for the preparation and presentation of product service training materials to be utilized by the customer
* The primary contact for coordinating and conducting the initial start-up of product at customer assembly lines and advises on improvements and makes recommendations on the system installation
* Guide Lennar Homeowners through the New Home Celebration/Orientation
* Meet with homeowners at their homes to view their concerns and advise if warrantable
* Records, maintains and finalizes homeowner files for assigned communities
* Manages business partner accountability, defines warranty standards for buyers and works with Construction on the delivery of completed and “ready to move-in homes”
* Responsible for scheduling to make corrections and supervising work of business partners
* Verifies work progress and completion pf assigned business partner tasks
* Assigns accountability for expenses/back charges as based on detailed inspection of work and compliance with policies and procedures
* Develop and enhance customer relationships while providing personal customer service and solutions for their cleaning and sanitation needs

## Qualifications for field service representative

* Strong mechanical aptitude and a working knowledge of quality systems is required
* A plastic packaging design background relating to material handling is desired
* Experience with customer filling line operations is desired
* Prior mechanical experience with customer filling equipment is preferred
* Prior experience in an automated material handling environment is desired
* Confident, motivated and ability to work independently with customers, manufacturing plants and corporate groups while possessing data driven problem solving skills using proven and recognizable techniques