



Example of ESC Operations Job Description

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Our company is searching for experienced candidates for the position of ESC operations. 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 ESC operations

- Monitor personnel and shop performance on a regular basis
- Make estimates/quotes, schedule workloads and establish repair and refurbishment priorities by following standard operating procedures for customer repair units and the exchange program
- Maintain contact with customers and field personnel to ensure service levels and needs are met
- Develop and maintain metrics or reporting on key indicators
- Monitor ESC costs and overtime
- Manage, evaluate and develop team of employees to meet functional deliverables and responsibilities
- Assist Project Manager in developing Project Proposals, Technical Scope, Plans, Schedules and Cost Estimates
- Provide detailed project engineering
- Manage and track material purchases and disposition
- Assist in the job walk downs and handoffs

Qualifications for ESC operations

- Basic computer skills required (i.e., Windows, SAP, WINS, Microsoft Office)
- Able to rotate between different shifts and/or departments as required by business needs
- ASEE (Bachelor Degree preferred) plus 5 years of field or factory service

- Take responsibility to ensure the safety of work environment and ensures Construction Job Packages include adequate site safety information
- Attend safety training