



Example of Field Services Representative Job Description

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Our innovative and growing company is looking to fill the role of field services representative. 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 services representative

- Work with customers or installers as directed by Tandus-Centiva Management on specific projects to insure Tandus-Centiva products are installed satisfactorily
- At the direction of the Field Service Manager, respond to complaints regarding possible failure of Tandus-Centiva products that have been previously installed
- Preparation of expense reports within two weeks of completion of travel
- Available to travel at, or in excess of 75% of the time with some weekend work required
- During periods between travel Monday - Friday available to field calls, and to respond to installation or project related questions or inquiries via email
- Coaching and Training for Contract Services Management Team
- Installs equipment in support of network and customer requirements
- Interacts with customers to provide a high level of customer satisfaction
- Performs preventative/scheduled maintenance and inspections on facilities and equipment
- Interacts with and manages vendors, as required, for the installation of infrastructure or when maintenance activities are required

Qualifications for field services representative

- Associates Degree in Electronics or related field equivalent experience
- Undergraduate degree in Labor Relations, business, film production, or related discipline preferred
- 3-5 years' applicable industry experience or an equivalent combination of education and experience
- Experience on sets for film or television production is desirable