



# Example of Representative, Field Service Job Description

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Our growing company is looking to fill the role of representative, field service. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for representative, field service

- Participate to the issuance of a weekly report to the management
- Participate to the bi-weekly coordination meeting (conference call) with the factory (Brest)
- Follow the equipment send for repair and advise the prime
- Carry out all tasks as requested of your Project Foreperson/Supervisor, or Team Leader
- Identify questionable quoted disposal, transportation, labor or material rates and present to the General Manager before quote is released
- Set up new customers that result from incoming service requests and ensure customer information is accurately input
- Perform roofing site inspections/ audits as assigned
- Assist in problem resolution, complaints, audits, and provide professionally written documentation
- Of site conditions and conclusions
- Developing a customer support plan and executing strategy

## Qualifications for representative, field service

- Interface heavily with Service Admin/MSRC billing processors to ensure proper & timely invoicing
- Demonstrated proficiency with computers and Windows software

industry related experience

- Higher experience/skill levels may balance lower academic qualifications, and vice versa
- Motivational and communications skills ability to interact in a training capacity
- Ability to use PC with Windows based software