



Example of Representative, Field Service Job Description

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Our innovative and growing company is searching for experienced candidates for the position 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

- Test and verify functionality of received hardware
- Develop discrepancy reports upon identification of problems encountered with equipment
- Serve as primary contact in country to receive and track validated requirements for additional units/systems and communicate those requirements back to the CONUS team
- Train available personnel on system usage and capabilities
- Provide liaison support to facilitate communication between the CONUS based development and the end user to record and track end user system requirements and functionality requests
- Travel with military units to remote locations to perform FSR duties
- Perform field modifications as needed to support local environmental conditions unique to a given deployment
- Completes compliance and job specific training, including the EnerSys Reserve Power Service School 101 the first year of employment
- Review reported malfunctions and identify / analyse any undesirable trends
- Manages challenging or sensitive customer situations

Qualifications for representative, field service

- College Diploma or Technologist Diploma – Engineering, Electrical Technology, Electronics, or related discipline
- Possess a sound knowledge of industrial codes and standards
- Strong ability to multi-task and work independently under pressure
- Ability to problem solve and respond to standard situations
- Demonstrated ability to work together with sales, distributor, and the customer