

Job Title: Field Service Specialist
Department: Customer Service
Reports To: Director of Quality & Customer Service
FLSA Status: Exempt
Effective Date: August 10, 2017

Position Overview:

EnerDel designs, builds and manufactures lithium-ion energy storage solutions and battery systems with a focus on heavy duty transportation, on- and off-grid electrical, mass transit and task-oriented applications. The Field Service Technician will work as a technical resource assisting both end users and less experienced support technicians in effectively identifying issues and using effective troubleshooting techniques to resolve customer issues.

Essential Job Functions

- Act as on-site field service technician on assigned open tickets to resolve customer technical issues in a timely fashion to maintain maximum customer satisfaction.
- Assist in manufacturing or engineering with customer projects, as well as unit refurbishment or replacement at the customer site or the EnerDel manufacturing facility
- Assist the parts department with recommended spare parts and swing parts to existing and new customers
- Build customer relationship in a professional manner through solution-oriented communications and service, providing both on-site and reactive support
- Comply with all safety policies, practices and procedures at all times.
- Develop and maintain safe habits and practices with regard to safety requirements on site and in the manufacturing facility and report any breaches or concerns on health and safety matters to the Director of Quality and Customer Service or other management team member.
- Ensure all materials, tools and equipment provided to you, are kept safe, and secure. Ensure all are calibrated in good working order to EnerDel requirements
- Extensive travel required (~up to 75%)
- Make technical recommendations to engineering, quality and production team
- Overtime may be necessary as work load dictates. This may include weekdays or weekends.
- Perform all required activities at the customer facility or on-site
- Properly document, label, and return all defective parts resulting from field actions
- Provide technical support to another Field Service Specialist in the field
- Provide written service & expense reports to Director of Quality and Customer Service on all activities carried out on site and complete all required documentation in a timely manner
- Support will include but not limited to installation, technical consultation, reactive phone and email support, assistance to on-site personnel, product repairs, troubleshooting and recording service activity.
- Work closely with the Director of Quality and Customer Service to ensure site work is carried out in the required order, for completion by the required timeline
- Work with engineering, project management, spare parts and management groups to resolve escalated problems
- Perform other duties as assigned

Required Knowledge, Skills, & Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and ability required.

- Preferred:
 - Associate's degree in a technical field or equivalent plus three (3) to five (5) years' experience in a related field or an equivalent combination of education and experience
 - Intermediate to advanced skills with the: Internet, data entry, spreadsheets, and word processing, specifically with Microsoft Word and Excel especially with functions for reports and time and record keeping
 - Valid Driver's License
 - Passport (unexpired)
 - Ability to use a smart phone and any related applications required for the job or timekeeping
 - Be self-motivated with ability to work & think well independently
 - Excellent written and oral skills
 - Experience in battery and energy storage technology
 - Possess strong English language skills (reading, speaking, listening)
 - Strong verbal and non-verbal skills
 - Willingness to be flexible and adaptable to changing priorities

Supervisory Responsibilities: None.

Physical Requirements/Hazardous Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential work functions.

Physical Demands

- Standing
- Walking
- Sitting
- Lifting
- Carrying
- Pushing/Pulling
- Climbing
- Balancing
- Stooping
- Kneeling
- Reaching
- Handling
- Feeling
- Talking
- Eye/Hand/Foot Coordination
- Vibration
- Typing/Keyboarding

Vision/Sight/Hearing

- Vision-Far Acuity
- Vision-Near Acuity
- Vision-Depth Perception
- Vision-Peripheral
- Color Vision
- Listening/Hearing

Environmental Conditions

- Temperature Changes
- Infectious Disease
- Humid
- Noise

Physical Strength

- Sedentary Work
- Light Work
- Medium Work
- Heavy Work
- Lifting up to 10 lbs.
- Lifting up to 25 lbs.
- Lifting up to 50 lbs.
- Lifting over 50 lbs.

- Hazards
- Wet
- Hazardous Chemicals
- Blood/Body Fluids

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.