
POSITION: Field Support Technician
COMPENSATION: Exempt
LOCATION: Houghton, MI
REPORTS TO: Global CS Manager

Position Description

Customers often judge the strength of an organization based upon their customer service experience. The Field Support Technician must portray a positive image of the company at all times. Effective customer service not only fixes the customer's immediate concern, but also ensures that systems are revised so that those issues cannot recur. This position will have a strong working knowledge of Somero® products and practices. The position provides both administrative and frontline support to Somero's® customers and sales force on a continuous basis, often requiring on-site appointments with customers. This position routinely performs special assignments away from the employer's place of business. This position manages the Troubleshooting, actual Demonstration and Customer Training processes for Somero® while finding ways to improve product performance based on knowledge and experience. The Field Support Technician Engineer is also responsible for building and maintaining customer relationships with architects, project owners, managers, developers, engineers, contractors, and their support staffs. This position must take a proactive, leadership role in monitoring customer satisfaction, routinely exercising discretion and independent judgment.

Principal Accountabilities

- Provide solid and accurate information to customers while working in a call center environment
- On-site field service and operation of Somero® products
- In-house troubleshooting methods and practices for customers experiencing problems in the field
- Utilization of the companies ERP system to effectively manage the business relationship with the customer (call documentation, parts orders, etc.)
- Basic knowledge of all company product offerings
- Simple electrical troubleshooting, assembly, and installation
- Document knowledge of products and systems in information repository (FAQ database)
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, technical specifications, and procedure manuals
- Communicate effectively via phone and in front of small groups people
- Participate in engineering new product development meetings, write monthly reports, and communicate project status within the department
- Track business expenses and submit expense reports in a timely fashion
- Assist in providing 24-hour customer support by carrying a pager and being "on call" on a rotating basis (frequency depends on the availability of other CS Engineers but approximately 1 full week once a month)
- Knowledge of and adherence to the Somero® Code of Business Conduct and Self-Governance
- Ability to organize and efficiently conduct problem solving meetings and status update meetings
- Assists in the development of the training curriculum for the customer
- On-site training of customers regarding machine operation and maintenance
- Investigate customer accounts and aid in billing corrections and reconciliation
- Use discretion to issue credits to ensure customer satisfaction
- Act as a subject matter expert for specific products
- Perform advanced operator training and troubleshooting seminars as needed.
- Research and development activities to help prove out existing prototype activity
- Communicate with irate customers and defuse difficult situations
- Manage customer accounts with strategic priority for the company (e.g. multiple branch, multiple equipment owners)
- When traveling communicate schedule w/CS Call Coordinator

Attributes

- Flexible and maintain a positive attitude in high-pressure situations
- Maintain a sense of urgency
- Demonstrated ability to work independently to organize and prioritize multiple work assignments

- Excellent follow-through skills with customers and assignments
- Ensure a positive customer experience through positive attitude, empathetic listening, and professional manner
- Self-motivated and capable of identifying areas where process improvements are needed
- Comfortable in a customer-focused system and able change focus to satisfy customer needs
- Strong problem solving skills and to resolve customer issues and develop viable alternatives for customers
- Seek out new methods and principles and be able to incorporate them into existing practices as necessary
- Strong verbal and written communication skills to effectively report and deal with people at different organizational levels both inside and outside the company
- Comfortable and proficient operating equipment and systems manufactured by the company

Education/Experience

- BA and/or equivalent experience – High school diploma required
- 3-5 year's experience within the construction industry and/or equivalent preferred
- Basic understanding of hydraulic/electrical schematics preferred

Working Conditions

- Extensive travel – Including International Travel
- Valid driver's license and passport required
- Ability to work extended hours as business needs dictate
- Attend seminars and other training classes as necessary
- Travel to sales meetings or trade shows as requested
- Provide rotational 24x7 continuous customer coverage through phone and pager systems
- Ability to purchase frequent reimbursable business expenses required
- Ability to lift up to 50 pounds while following appropriate safety procedures
- Ability to stoop, kneel, crouch, crawl and climb
- Ability to work in an upright standing position for long periods of time
- Ability to sit for extended periods of time
- Ability to work in different environmental working conditions (e.g. heat, cold, wind, rain)

Field Support Technician

Global CS Manager