

Job description: Field Engineering Service Manager

JOB REQUIREMENTS

Job Title: Field Engineering Service Manager
Incumbent:
Reports to: Nalex Cordova, Director – Sales & Marketing

SUMMARY:

Responsible for the management and direction of Field Service Engineering, Customer Installation Service, and Product Liability for Blair Rubber Company products and other Group products.

ESSENTIAL DUTIES AND ACCOUNTABILITIES:

Sales:

- Sales and Marketing Support

Field Service Engineering:

- Technical inspections
- Final and in-progress job inspection and management

Product Liability Management:

- Implements policy and procedures for all product liability issues.
- Reports on all product liability issues.
- Coordinates the activity of other technical members in product liability matters.

Professional Associations:

- Represents the company in Field Service and Technical matters.
- Coordinates the activity of other group technical members in appropriate matters.

Customer Service Accountability:

- To instill and maintain high standards of installation service towards the objective of complete customer satisfaction.

New Product Development Accountability:

- To maintain product-testing systems that allows accurate comparisons of company versus competitive products. Recommend improvements where necessary.
- To see and report industry/market trends and to recommend group companies products to meet trends.
- Promotes products thru appropriate professional and trade associations

Support of Other Departments Accountability:

- Provide support and assistance to group sales and marketing departments as required.

Administrative Accountability:

- Provide coaching and training to customers, end users, and group departments as required maintaining high levels of customer service.

Experience:

- Significant industry knowledge and experience in all areas of the required responsibility.



Your Profile:

- ✓ Experience working in Petrochemical/Energy, Chemical and Mining industry preferred
- ✓ Bachelor's degree in Engineering and/or Chemistry
- ✓ Experience working with or consulting with construction professionals preferred
- ✓ Understand plans, specifications, submittals and other documents received from the customer
- ✓ How to work with field engineering, technical support and project managers to develop solutions, proposals, submittals and quotes for industry related projects.
- ✓ Strong technical ability is a must
- ✓ Technical field supervision a plus
- ✓ 2+ Years proven success in Outside Sales desirable
- ✓ Excellent planning, project and time management skills
- ✓ Results driven both individually and within team
- ✓ Ability to work independently on a daily basis and also be a strong "team player" within a sales team
- ✓ Excellent communications skills – verbal and written
- ✓ Strong computer (Microsoft Office, Internet) skills
- ✓ No restrictions on driving privileges
- ✓ Outside Sales to construction, building materials or industrial related markets
- ✓ Preparing reports for head office
- ✓ Recording and maintaining client contact data using CRM (Customer Relationship Management Software)
- ✓ Coordinating sales projects
- ✓ Supporting marketing by attending trade shows, conferences and other marketing events
- ✓ Making technical presentations and demonstrating how a product will meet client needs
- ✓ Providing pre-sales technical assistance and product education.
- ✓ Liaising with other members of the sales team and other technical experts
- ✓ Providing training and producing support material for other members of the sales team and/or field contractors

ELIGIBILITY REQUIREMENTS:

- ✓ Ability and willingness to travel extensively domestically and abroad
- ✓ Ability and willingness to be on Call
- ✓ Possess a valid driver's license and clean driving record
- ✓ Ideal candidate would be located in Central Ohio area. Other areas would be consider based on talent