

Title: Field Service Operations Specialist, Performance Product Division

Reports to: Operations Manager

Exempt Status: Non-Exempt

Location: Eugene, Oregon

Summary:

Responsible for supporting operations of Performance Products Division, which includes customer service, field service, repairing equipment, and other internal/external sales activities. Work closely with Operations Manager to ensure that customer and company needs are satisfied. Job responsibilities may change at of immediate supervisor.

Primary Duties:

- Solid mechanical and communication skills.
- Positive and partnership-oriented attitude toward internal/external customers.
- Manage and communicating work schedule to manager.
- Proactive in service requirement & capable of training others.
- Handle customer equipment failure calls issues and related product needs.
- Create service and equipment reports.
- Show initiative toward continuous improvement.
- Travel up to 25% with weekend and night work.
- Managing company equipment assets and planning for projects.
- Creating customer parts orders and ordering/returning equipment parts.

Other Duties:

- Making of travel arrangements (e.g., flights, hotel, and rental vehicles).
- Maintain company expense and submit monthly.

Experience:

- Two years minimum related experience or equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities to perform the job.
- Must be able to obtain and possess worker safety training certification and keep current on a yearly basis.
- Must have driver license.