

## JOB DESCRIPTION

**Job Title:** DISC Field Support  
**Hours:** 8:00 AM to 5:00 PM or as needed  
**Reports to:** Field Services Manager

### POSITION SUMMARY

Supports Daycon Integrated Services Company (DISC) in the field by providing logistical and operation support to the DISC Team by performing Will Calls, organizing/resetting existing customer shops, and participating in the shop set up of new customers. The DISC Field Support person will also act as occasional back up for assigned FSR duties if needed.

### ESSENTIAL FUNCTIONS

- Provide daily support to the FSR's, Field Operations Manager, and customers.
- Travel through DMV Territory as assigned to lead or assist in the organization of existing shops. This may include, but is not limited to, building shelves, building bin boxes, sorting and identifying parts, creating location databases, and setting min/max levels.
- Provide emergency deliveries as directed by the Field Services manager
- Work with other Operations & Sales team members to set up new clients as required. Responsible for the organization of storerooms during new client conversions including identifying products, establishing min/max levels, setting up shelves, and labeling bins..
- Responsible for providing excellent customer service for all clients by forming positive relationships with clients and utilizing excellent in-depth knowledge of company products and programs.
- Provide feedback to DISC Management regarding any issues arising in the field.
- Become proficient in FSR responsibilities to provide back-up to the Field Services Team as needed.
- Must be able to perform administrative duties as required including the use of APlus, Microsoft Word and Excel

### INDEPENDENCE/AUTONOMY

Infrequent supervision: Responsibilities are guided by general policies and procedures. Supervisor is kept informed of general direction of assignment. Supervision is limited to assigning tasks, discussing problems or reviewing results.

### PROBLEM SOLVING/DECISION MAKING

Work is somewhat diversified. Required to plan the workday and make frequent interpretations where guidance is available from immediate supervisor or existing procedures and instructions. Solves common problems.

### CONTACTS

Frequent contacts, within or outside of the Company. Requires tact, discretion, and working knowledge of Company procedures and policies.

### **SUPERVISORY RESPONSIBILITIES**

Not applicable.

### **EDUCATION QUALIFICATIONS/REQUIREMENTS**

High School diploma or general equivalency diploma and 2 years of customer service experience or equivalent combination of education and experience.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Effective oral and written communication skills with internal and external customers.
- Customer support experience.
- High attention to detail plus strong organizational skills.
- Basic computer ability (email, word, limited excel data entry)
- Must be able to work independently and handle highly diverse workload.
- Bilingual (English/Spanish) a plus.
- Sales experience a plus.
- Position will spend most of time in field.
- Must have basic mechanical skills.

### **CERTIFICATIONS, LICENSES AND REGISTRATIONS**

Requires a valid driver license and a clean driving record.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

- Must be able to frequently lift up to 50 pounds and move more than 100 pounds.
- The employee frequently is required to stand sit or walk, climb, kneel, crouch, or crawl.
- The employee is occasionally exposed to toxic or caustic chemicals.
- The employee is regularly required to work in an office, warehouse, or outdoor environment.
- Specific vision abilities required by the this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this position, employee regularly drives to customer locations and works in other warehouse/storeroom environments.
- Position will require employee to travel between sites in all types of weather and employee may be subjected to all types of weather conditions

### **ADDITIONAL REQUIREMENTS**

Will be required to perform other duties as requested, directed or assigned.