

## JOB DESCRIPTION

**Job Title:** Field Service Representative  
**Hours:** M-F 8am-5pm (flexible schedule as needed)

### POSITION SUMMARY

Provide customer support to designated sites by determining inventory and product needs. Ensures the timeliness and accuracy of deliveries. Assists in problem solving, provides appropriate sourcing options.

### ESSENTIAL FUNCTIONS

- Provide primary contact with our integrated customers (both at the property manager and service manager/engineer levels).
- Provide feedback to Operations Manager and Field Services Manager regarding any issues with the integrated process or deviations in process.
- Manage inventory levels at our customers' shops including cycle-counting inventory, and either ordering product from Daycon Products or T2 vendor as required to bring inventories back in line, or placing 'pick-up' orders to fix any overstock positions or incorrect product.
- Provide order information in a timely fashion, so as to allow the highest level of coordination with Daycon Products' distribution operation.
- Execute the integrated supply script to include review of seasonal items, review of special projects and special orders.
- Work with DISC team members to set up new client shops as required.
- Provide information to Daycon Procurement team to help ensure the accuracy of Daycon Products' stocking positions on hardware.
- Maintain and update the accuracy of onsite labels.
- Provide reports and information as requested in a timely manner

### INDEPENDENCE/AUTONOMY

Duties and activities are defined by general instructions or guidelines. Carries out assignments with limited supervision except for unusual circumstances.

### 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**

None

## **EDUCATION QUALIFICATIONS/REQUIREMENTS**

Entry Level Knowledge; basic employment skills; equivalent of a High School Education 2 - Requires a minimum of three years experience working with contractors, facility management etc...

## **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.
- Requires a valid driver license and vehicle, which can be used for business purposes.
- Position will spend 100% of time in field.

## **CERTIFICATIONS, LICENSES AND REGISTRATIONS**

A valid Drivers license with a clean driving record.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

- The employee must frequently lift up to 50 pounds and move more than 100 pounds.
- 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.
- The employee frequently is required to drive, stand, sit, walk, or stand.

## **ADDITIONAL REQUIREMENTS**

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

Must Haves:

Positive attitude!

Great Customer Services Skills (Communication, Organization, Follow Up and Multitasking)

Basic math skills: add, subtract, multiply, divide, fractions etc...

This is a job that spend **lots of time driving** must understand that and agree that it is OK  
Hardware back ground would be a big plus but not a deal breaker. Plumbing, Electrical, HVAC