

JOB DESCRIPTION

Job Title: Field Service Representative
Hours: M-F 8am-5pm (flexible schedule as needed)
Department: Daycon Integrated Services (DISC) 5000
Reports to: Field Services Manager

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