

JOB DESCRIPTION

Title

Service Technician

Status

Exempt, Full Time

Reports To

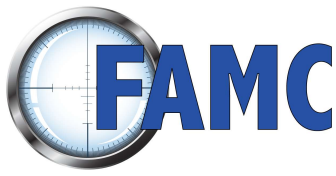
Jason Hogue
Vice President
Sales and Service

Purpose

Provide installation, training, and support services to customers as needed to help promote positive overall experiences with the company brand, services, and market leadership.

Duties and Responsibilities

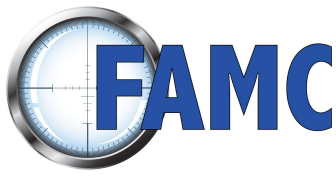
- Installation Services
 - Perform field installation of products represented by FAMC.
 - Travel as necessary to customer locations to perform services.
 - Training Services
 - Provide professional customer training to ensure satisfaction with products and services provided by FAMC.
 - Ensure training is complete and thorough to promote customer independence and minimize further support needs.
 - Engage in formal training sessions designed to promote further sales interests.
 - Support Services
- Provide prompt and effective phone support to existing customers.
- Be prepared to provide emergency on-site troubleshooting and repair.
 - Engage with any and all internal and external resources as necessary to promptly resolve field problems.



- Resource Planning
 - Coordinate administrative and peer resources as necessary.
 - Lead scheduling efforts with internal and external resources.
 - Ensure proper tools and equipment are identified and obtained prior to service engagements.
- Performance Management
 - Lead the on-site communications efforts with internal and external resources ensure commitments are met and customer experience is optimized.
 - Maintain technical expertise in all product lines and installation techniques.
 - Identify and promote installation, training, and product improvements.
 - Effectively manage on-site issues and concerns.
- Time Management
 - Manage activities and scheduling to maximize effective customer support response and overall satisfaction.
- Budget Management
 - Maintain defined budget parameters for travel, office, and logistics expenses.
- Risk Management
 - Identify risks early and plan necessary resolution accordingly.
- Reporting
 - Utilizing the company CRM software system, provide daily activity reports.
 - Provide daily on-site progress and problem resolution reports to ensure projects are on track.
 - Report end of project feedback as necessary to address improvement options as well as positive activities to promote team interaction and progress.
- Corporate Initiative
 - Recommend process improvements.
 - Participate in marketing and business strategy as requested.
 - Provide continuous product and technical input contributing to the company's market visibility and distinction.

Qualifications

- Minimum 2 years of proven successful working experience in the service of similar products and services.
- 2-year degree in relevant field (equivalent experience considered).
- Solid organizational skills to include attention to detail and multitasking.
- Competent use of relevant software including Microsoft Office and CRM tools.



Preferences

- A natural and determined desire to serve customers in a positive and professional manner.
- Thrives on the challenge of multitasking.
- Confident and persistent problem solver.
- Highly motivated and thrives in a service environment.

Performance Measurements

Performance will be measured by:

- Customer satisfaction with end results and overall experience.
- Meeting or exceeding annual sales and revenue targets.
- Maintaining positive business relationships to ensure future sales.
- Development and continuing status as a subject matter expert.
- Represent FAMC in a professional and customer centric manner at all times.

Direct Reports

No direct reports.