



## North America Field Service Manager

## Job Posting 1067

FlexEnergy Energy Systems Inc., an innovator in environmentally friendly microturbines and recuperators, has a need

for a North America Field Service Manager. This candidate will build and manage a proactive and responsive field service organization with a focus on customer needs, relationships and profitability covering North America. Will promote and maintain customer relationships by ensuring customer satisfaction.

Candidates need to have demonstrated passion for the energy and sustainability industry. Candidates must have 8 to 10 years of applicable experience.

This position requires an individual with technical and communication skills. This person must be self driven and be able to work independently to answer questions on FlexEnergy technology. Intuitive learning and independent problem solving on the job is required.

### **Responsibilities**

The North America Field Service Manager responsibilities include:

- Recruit, train, develop and manage field service technicians to support customer needs.
- Manage responsiveness to customer calls for service work.
- Develop and supervise processes to schedule service personnel in most efficient and productive manner possible
- Manage processes for service records and invoicing.
- Manage Service teams travel and expense budgets in a way to increase profitability
- Manage service agreements in area of responsibility and review for profitability
- Maintain safety compliance records and files as required and promote safe work practices through policy enforcement.
- Manage service parts inventory to maintain 99% accuracy.
- Prepare service quotations and measure versus actual to ensure profitability
- Effectively resolve customer disputes
- Upgrading the service organization to meet future demands via most efficient process
- Developing processes that ensure profitable growth
- Maintaining customer satisfaction while working through difficult situations

### **Additional Skill Sets:**

- Role will require periodic travel throughout the US.
- Strong planning and organizational skills
- Ability to handle stress in a fast-paced field service environment.
- Ability to multi-task
- Must be self-driven individual

### **Qualifications and Requirements**

- Bachelor's degree or equivalent experience in mechanical/electrical field service environment
- Oral communication & good writing skills
- Excellent computer skills

### **Compensation and Benefits**

- We offer a competitive compensation and benefits package including medical, dental, vision, flexible spending account, life and disability insurance, a 401K plan (with co. matching)

**FlexEnergy Energy Systems Inc., is an equal opportunity employer**

**E-mail inquiries & qualifications: [hrportsmouth@flexenergy.com](mailto:hrportsmouth@flexenergy.com)**

**Please include "North America Field Service Manager" in the subject line**