

Job Description: Field Service Leader
Reports to: Operations Manager
Position: Hourly

Basic Purpose of Job

Works closely with Operations Manager to develop and lead local branch technicians through mentoring, training initiatives on the job sites and supporting company initiatives and vision. Works closely with Office Administration to support work flow from technician staff to office staff is successful. Promotes our “**Safety First**” and “**Take Two**” initiatives to ensure the safety of our employees and customers. Promotes Carlton’s RICE, **Respect, Integrity, Commitment, Excellence**, initiatives with a positive and open approach.

Troubleshoots and repairs industry related products such as truck scales, indicators, printers, and platform scales at customer sites. Also performs calibrations, preventative maintenance and installation services on various products mentioned.

Essential Job Functions

- Troubleshoots and repairs industry related products without assistance.
- Performs calibrations and preventative maintenance duties.
- Installs new equipment at customer sites.
- Complies with Quality 17025 and documentation of calibration reports electronically.
- Interfaces with Sales Team to meet customer requirements and replace equipment when repairs are not economical and provide sales referrals when applicable.
- Follow directives of all SOW (**Scope of Work**) details to ensure customer needs are met and we are performing the work as quoted for maximum gross margin profits.
- Assist and cooperate with Service Coordinator to ensure technicians understand and follow administrative requirements for proper work flow. This includes submitting completed work tickets timely and accurately, including hours worked on job, part numbers and serial/lot numbers use, obtain customer purchase orders as needed, collect money upon completion of job for COD customers.
- Meet or exceed productivity goals and help management identify efficiencies to move team toward productivity goals.
- Ensure customer uptime requirements are met and that PM work at assigned account is completed on time.
- Initiates efforts to modernize, upgrade, and convert customer existing equipment.
- Train customers on proper operation of equipment.

- Lead efforts to increase market share by obtaining new service business by selling new service contracts.
- Work overtime including nights and weekends as customer demands dictate and may include a rotating on-call schedule.
- Understand, promote and follow Carlton Scale and customer safety regulations and policies at all times to ensure your safety as well as the safety of others.
- Strive to provide excellent customer service by communicating to the customer the services we can provide, as well as the services we are performing for them; also, keeping them informed on open jobs that aren't completed in one trip.
- Drives safely and obeying DOT guidelines to customer sites using company vehicles, and may require a Commercial Drivers License (CDL) for operating the Heavy Duty Test Truck (HDTT).
- May be required to obtain a Class B license to drive the heavy-duty test truck, which is required to calibrate truck scales.

Other Job Duties

- Submit electronic time sheets and expense reports (with receipts) weekly to appropriate personnel.
- Works to ensure an atmosphere of teamwork and participates with a positive attitude toward abstaining team objectives.
- Ensures assigned vehicle service and maintenance requirements are met.
- Complies with all company policies and procedures.
- Any other duties assigned by supervisor.

Accountability

- Must foster a courteous, professional and positive relationship with co-workers, management, and outside vendors to ensure an open communication environment.
- Consistently follows recognized safe practices to help ensure personal safety as well as the safety of others.
- Professional appearance required.
- Follow Carlton Scale's safety and quality plan directives, and all other general rules and regulations which are listed in the Employee handbook and Policy Notebook.
- Must be punctual and maintain satisfactory attendance standing and submit accurate timesheets to supervisor as required.
- Must be aware of the cost of his/her time to both Carlton Scale and to the customer.
- Must understand the importance of the customer's "perceived value" of the work performed.
- Must consistently provide accurate service to customers in a timely manner and ensure customers are trained on operation of our products.
- Ensure vehicle service and maintenance requirements are met and notify supervisor of needed repairs as they arise.

- Must consistently provide accurate and timely documentation of service work performed per ISO/17025 guidelines and Carlton Scale policies.
- Notify Vice President or President of any breach in policy /procedures as it relates to the financial well-being of the Company.

Qualifications

- Must have high level of technical competence in industrial weighing and the ability to lead and work closely with others.
- High School diploma required. Associates or higher degree in electronics or related field and/or work experience in scale or weighing industry, maintenance, or electronics is preferred.
- Must be a self-starter and capable of working independently with little or no supervision.
- Must also be a team player and able to work in group situations.
- Able to frequently lift heavy objects, 50 lb test weights and other equipment, up to 100lbs.
 - Pushes/Pulls ten 50 lb test weights on cart
 - Lifts 50 lb test weights from floor to waist, waist to shoulder and shoulder to overhead as job assignment dictates.
 - Repetitive lifting of 50 lb test weights from vehicle to weight cart and weight cart to customer equipment.
 - May include lifting heavy objects while climbing, bending, stooping, reaching, etc.
 - May be required to wear respirator on required jobs
- Able to perform the essential job functions at elevations, in confined, cold, wet, hot and humid and unsanitary conditions as well as a combination of these.
- Able to efficiently use all types of hand tools, power tools and hydraulic controlled devices.
- Able to read digital and analog indicated meters and weighing devices.
- Must provide own basic hand tools.
- Must have good mechanical aptitude and knowledge of electrical theory.
- Must maintain valid drivers license and be able to drive company vehicle extended hours with few breaks up to eight hours a day and more if overtime is required.
- Must be willing to operate fork truck if necessary.
- Must have or be willing to obtain a CDL (Commercial Drivers License).
- Must have good verbal/written communication skills and understand basic math skills including converting measurements.
- Able to recognize and plan for specific safety hazards related to specific jobs and tasks.
- Able to communicate with customers, co-workers and vendors in a clear and concise manner.