



## JOB DESCRIPTION

**Job Title:** Field Service Coordinator –  
Brockville, ON; Pittsburgh, PA; Chaska, MN or San Luis Obispo, CA

**Department:** Operations

**Reports To:** Field Service Manager

**FLSA Status:** Non-Exempt

**Date Issued:** March 2022

### SUMMARY:

Responsible for directing the daily activities of the field service technicians. Evaluate, negotiate, submit, track, record, and generate client and vendor purchase orders. Coordinate with customers and field technicians to assure receipt of materials, proper storage, and proper installation. Direct field activities so that products are installed or repaired on schedule, within budget, and up to quality standards.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Serve as primary customer point of contact for delivery, installation, and service of products at customer sites.
2. Coordinate with customers and service technicians for scheduling, coordinating, and communicating expected duration of service being provided.
3. Create purchase orders and negotiate the payment terms with vendors and clients.
4. Schedule flights, rental cars and travel needs of service technicians.
5. Cultivate and develop positive working relationships with customers, team members, and personnel.
6. Coordinate materials delivery to client so service technicians can complete installation on time and up to quality standards.
7. Coordinate travel, necessary tools, equipment, and safety gear to do onsite installation.
8. Identify issues on site and quickly work to solve them with the advice and consent of the project engineer.
9. Perform additional tasks including photo documentation and quality control as needed.
10. Identify potential problems in scheduling to avoid conflicts and assure delivery and startup are completed to our customer's satisfaction.
11. Ensure prompt and economical delivery and receipt of needed materials, documentation of customer acceptance of products provided.
12. Other duties as assigned.

### OTHER DUTIES AND RESPONSIBILITIES:

- Cultivates and develops positive working relationships with customers, team members, and Newterra's personnel.

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*The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.*



- Adhere to the company processes as detailed in Newterra's Business Management System (BMS) and bring forward ideas for continuous improvement.
- Responsible for performing duties in a safe manner and promoting safety to others in accordance with Newterra's safety policies and procedures. This includes reporting all safety concerns, equipment malfunctions, near-misses, and incidents to their Manager immediately.
- Adhere to the company processes as detailed in Newterra's online systems and programs and bring forward ideas for continuous improvement.
- Complete all responsibilities while ensuring adherence to Newterra's Delegation of Authority.

#### **MINIMUM QUALIFICATIONS:**

- College degree or certification in a technical mechanical discipline is preferred or equivalent experience would be considered.
- Strong attention to detail and ability to read and interpret engineering production drawings.
- 4 years customer service and purchasing experience.
- 5+ years of experience in field operations service industry.
- Ability to manage, develop, promote teamwork, and communicate with customers and subordinates and all levels of staff.
- Demonstrated proficiency in applicable computer software applications, including - Microsoft Office Suite.
- ERP experience preferred.
- Valid driver's license with clean record.
- Ability to lift 50lbs.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Effective communicator and cross functional collaborator.
- Strong active listening skills and the ability to comprehend and respond in an effective manner.
- Ability to work collaboratively with others to achieve a common goal.
- Excellent written and verbal communication.
- Ability to remain calm and effective in a fast-moving environment with multiple tasks and priorities.
- Ability to add, subtract, multiply and divide whole numbers, fractions, and decimals.
- Strong critical thinking/problem solving skills.
- Capable of resolving conflict in a positive and effective manner.
- Strong critical thinking/problem solving skills.
- Positive attitude with a desire for growth and success.

#### **PHYSICAL DEMANDS:**

Almost continually verbally or orally communicating with others. Regularly required to sit for prolonged periods; required to stand, walk, and use business equipment daily such as a computer, copier, telephone, etc.; occasionally required to reach overhead, squat or bend. Occasionally may push, pull or items weighing up to 50 pounds. Must be able to work under pressure and interact with others on a regular basis.

#### **WORK ENVIRONMENT**

Generally, works in office environment, however, may be required to work within an environmentally controlled manufacturing environment with exposure to manufacturing elements such as loud noise, hazardous equipment, and materials. Company safety standards must be always followed.

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