

Senior Field Services Representative

Reports To: Aftermarket Manager

Position Summary: Technical expert on all Forney products and systems with skills to instill confidence and transfer knowledge to customers; commissions, troubleshoots, directs installation and provides training on all Forney products at customer sites around the world through extensive travel.

Education/Experience/Skills/Abilities:

- Degree in mechanical, electrical, software, physics, or other discipline, or equivalent experience.
- 5-7 years specifically related sales and/or field service experience on combustion and/or PLC-based BMS or control systems.
- Thorough knowledge of all Forney products, systems, and processes.
- Ability to read and interpret complex technical specifications and drawings
- Ability to handle complex projects and responsibilities independently, referring only unusual situations to the supervisor.
- Ability to effectively interact with supervisor, peers, customers and suppliers.
- Complete working knowledge and use of departmental and Company policies, procedures, standards and rules. Ability to interpret policies and practices in unusual situations.
- Ability to effectively address customer's problems and speak with them on a positive resolution to their projects in detail or on-going complex nature.
- Ability to handle complex projects and tasks independently within established standards.
- Ability to effectively communicate, negotiate, and persuade at all levels of customer(s) and Forney management/employees.

Duties & Responsibilities:

1. Starts up and commissions Forney equipment at job sites.
2. Troubleshoots and test Forney and interrelated equipment for proper operation and adherence to specifications and safety codes.
3. May direct and/or perform installation and maintenance activities such as demolition, erection, installation, testing, integration, troubleshooting and any other activities necessary to ensure contract completion and compliance with specifications.
4. Train customers in troubleshooting, adjusting, calibration of products to ensure a smooth transition into the customer's on-going operations.
5. Ensure that customer and Forney Management is continually informed on project status, ensuring customer sign-off for contract completion objectives so billing activities can proceed.
6. Acts as on-site Forney representative to ensure maintenance of customer confidence and to provide problem resolution with various customers and subcontractors.
7. Make recommendations to R&D and Engineering for design changes that would improve the production system performance and integration for future projects.
8. While on call at the Power Plants establishes a strong working relationship and knowledge of company's needs, products and services.
9. May direct the activities of local representatives as it relates to company products and business objectives.
10. Stays informed on all products and services of interest to current and potential customers.
11. Monitors competitive activity and informs management on a continuing basis.
12. Acts as advisor in strategic and tactical management planning.
13. Complies with policies, procedures, standards and rules of the Company.

Working Conditions:

- * Extensive travel, both domestic and international along with exposure to varying environments and cultures at the job site, changing deadlines, strict time constraints.

Title: SENIOR FIELD SERVICE REPRESENTATIVE

Physical Requirements

Work is primarily sedentary. Sits comfortably to do the work; however, there may be some walking, standing, bending, or lifting item weighing up to 15 pounds.

Additional Information

- Strong business acumen and ability to speak practically and pragmatically about business issues.
- Establish and maintain effective relationships at all levels of the organization, and with external vendors and regulatory agencies.
- Excellent written, verbal, and presentation skills with the ability to swiftly shift approach based on audience.
- Ability to communicate complex issues/solutions in a manner that is easily understood and actionable despite the audience.
- Ability to perform well within a fast-paced, deadline-driven environment that requires the management of multiple projects at once, without compromising quality and service levels.
- Ability to operate and influence at a strategic level, maintain composure and professional, deliver results, despite organizational noise.
- Ability to maintain confidentiality of extremely sensitive data at all times.
- Must have strong analytical skills, ability to work independently, have exceptional interpersonal and organizational skills and pay specific attention to details.

Equal Opportunity Statement:

Forney Corporation is an Equal Opportunity Employer and participates in E-Verify. As part of the Graham Holdings Companies, Forney takes great pride in maintaining a diverse environment and our policies are not to discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of gender, race, age, color, religion, national origin, sexual orientation, veteran status, disability, marital or any other legally protected status. Forney Corporation is also committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process.

Should you need assistance please call 972-458-6183 Monday - Friday between the hours of 8 a.m. and 5 p.m. Central Standard Time. Ask for a member of the Human Resources team. We would like you to let us know the nature of your request and leave your name and contact information.