



Field Service Manager Point Eight Power

Core Requirements

The Field Service Manager is responsible for empowering and leading qualified service professionals through modeling of the organizational values, and developing and managing a service framework that positively impacts the organizational strategy, mission and vision.

Responsibilities

The **key responsibilities** of this position include:

- Accurately understanding and modeling the PEP brand, mission, vision, values and organizational strategy in senior leadership team meetings for filtering decisions and in communications with PEP employees
- Developing and effectively implementing a departmental field service strategy that is aligned to the organizational strategy—focus on making the department "great."
- Accurately representing departmental strategies at all levels in the organization.
- Developing and sustaining efficient processes focused on productivity and client requirements with an emphasis on lean manufacturing philosophies.
- Effectively coaching, empowering, and leading a team of highly-qualified service professionals through performance management practices to ensure an engaged and fulfilled workforce, which supports the departmental processes.
- Effectively developing and sustaining efficient processes to support departmental strategy which focuses on productivity and meets the needs of both the internal and external clients.
- Proactively seeking out personal enrichment that positively impacts the area of responsibility.

Requirements and Qualifications

Candidates for Field Service Manager should excel at the following **attributes**:

- Self Management
- Flexibility
- Results Orientation
- Personal Accountability
- Goal Achievement
- Resiliency
- Customer Focus

Candidates for Field Service Manager should possess the following **experience/education**:

- TBD