

## Job Description:

Georg North America Corporation is looking for an experienced and service-oriented Field Service Engineer to provide excellent customer service across North America. The position is ideally located in the Osceola Arkansas area. This individual is responsible for customer service in the USA, Mexico and Canadian provinces. This position requires the candidate to be a US citizen. This position reports to the GEORG NORTH AMERICA Service Manager. The individual in this position will be responsible for the service of GEORG NORTH AMERICA equipment in the assigned territory. He/she will be a trusted advisor to our customers regarding GEORG product contracted service, periodic maintenance, production, and upgrade needs. This individual will manage the customer service relationships in partnership with the Georg North America territory Sales Manager and develop strategic and tactical plans to optimize the service potential at assigned customers. Some specific tasks are as follows:

- Installing, servicing, and repairing customer equipment both in-house and on-site.
- Developing and initiating contact with established and new customers to provide installation and on-site service within the assigned territory. Responsibilities will include solving in-house and on-site technical, electrical, and mechanical issues.
- The individual in this position will be responsible for maintaining complete technical service knowledge of GEORG NORTH AMERICA products including understanding Mechanical, Pneumatic, Hydraulic and Electrical drawings. He/she may coordinate the efforts of other GEORG NORTH AMERICA technical personnel, both inside and outside of the respective region, to the benefit of the customer and GEORG NORTH AMERICA.
- Work with the Sales Division to develop service strategies that deliver growth for all product lines.
- This individual will be required to fully understand and utilize company administrative tools and procedures. Candidate will report and provide formal feedback to Georg North America management on performance within the region. Report and provide detailed Field Service reports (including time, travel, and expense reports).
- Manage work within the service region of North America to ensure that World Class Customer Service is delivered.

Training will be required in Germany and Roanoke Virginia for an extended period until the candidate is fully trained. This training period is a paid process, and the candidate will be an employee of GEORG NORTH AMERICA.

GEORG NORTH AMERICA is a machine builder. Our mission is to solve our customers' most challenging problems with technical or mechanical solutions that place the customer production goals at the highest level.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.