



## **Manager Field Services and Customer Service**

### **OVERALL, JOB PURPOSE:**

Manage Field Services, Customer Service, and Industrial Boiler Rental Fleet business.

### **SUMMARY:**

Supervise in the coordination and administration of assigned tasks and duties defined below, to ensure completion and compliance as directed by Director, After-Market Services

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Complete understanding of departmental operating procedures as well as job task procedures.
2. Strong understanding of ASME code requirements on all vessel-related jobs.
3. Responsible for quality and continuous improvement within job scope.
4. Manage the field activities as it relates to warranty repair, installation of new field equipment, and installation of the new field piping projects.
5. The Management activities would include, but not limited to: scheduling, manning the projects, coordination with the project managers on their scheduling and scope requirements, approving and turning in to H.R. the worked hours for payroll purposes, submitting invoices to accounting for work performed in the field and determining what is billable and what is warranty.
6. Work with project managers and service technicians in scheduling any and all warranty issues.
7. Assist in start-up planning activities and integration into the workplace by ensuring effective coordination between all appropriate staff members.

### **OTHER JOB DUTIES:**

Other assigned duties as necessary to maintain company's commitment to customers.

**REQUIRED KNOWLEDGE AND SKILLS:**

1. Five (5) Years of experience in field services/boiler installation related functions.
2. Strong Management and Field Service Customer experience
3. Knowledge of ASME code in the following welding process (FCAW, GMAW, GTAW).
4. Complete knowledge of blueprint interpretation.
5. Able to attend training courses as assigned.
6. Mathematically inclined.
7. Ability to travel up to 50%

**How to Apply:**

To apply for this position please click on the link below:

[Victory Energy Employment Application - Victory Energy](#)

You may also send your resume directly to: [hr@victoryenergy.com](mailto:hr@victoryenergy.com)