



Plan, Design, Build, Service.

Job Title: Field Support Representative

Reports To: Group Manager

Job Purpose:

Field Support Representatives are required to schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, passengers, or for normal installation, service, and emergency repairs rendered outside the place of business.

Duties and Responsibilities:

- Responsible for handling the research and maintenance of data associated with service calls and repairs.
- Duties may include using telephone and computer to transmit assignments and compiling statistics and reports on work progress.
- Expected to monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
- Communicate heavily with technicians and field agents to ensure reporting, via phone and email.
- Appointment scheduling and report generation
- Updating spreadsheets and databases
- Possess excellent verbal, written, phone and interpersonal skills
- Strong organizational skills and ability to multitask
- Prior work activity scheduling for program management a plus**
- Prior experience with dealing with any form of construction a plus**

Qualifications:

- Proficient with Microsoft Office suite of products.
- Excellent verbal, written, phone, and interpersonal skills.

Working Conditions:

Typical office environment

Physical Requirements:

Office related working conditions

Direct Reports:

None

Pay Definition/Metrics:

Non- Exempt – Hourly



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