The **Field Service Representative (FSR)** exists to deliver world-class customer service to our customers. As a key component of the Econolite relationship team, FSRs work closely with the Sales team to successfully deliver and implement Econolite solutions. FSRs routinely provide technical enrichment to customers. As recognized subject matter experts, FSRs consult with clients about their needs and provide input to the sales process.

**DUTIES:**

- Assists the sales team by uncovering customer needs and providing leads for follow up; supports the sales process by presenting solutions and technical information to customers
- Effectively communicate between Econolite’s support channels and distribution network (i.e. Econolite Systems and Econolite Distributors)
- Exhibit a strong knowledge of theory, principles, practices, materials, and equipment of traffic signal operations, telecommunications, and other aspects of Intelligent Transportation Systems
- Demonstrate continuous effort to improve operations, decreases turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service
- Supports industry trade events by installing Econolite solutions and providing technical sales information to customers and prospects.
- Must be able to use sound judgment, reasoning, and logic to execute tasks

**QUALIFICATIONS**

- The successful candidate is a fast learner who retains knowledge, applies training and previous technical experience to the traffic industry.
- Minimum two year degree in electronics or comparable work experience; four-year degree preferable • Valid Driver’s license and clean driving record
- Computer literacy in the following software: Microsoft Office Suite, Windows or Max OS X, Microsoft Dynamics CRM (C4) or other CRM system, and Document daily activities in Microsoft Dynamics CRM (C4)
- Able to pass IMSA Traffic Signal Field Technician certification (IMSA Level 2) within six months of hire
- Ability to read, analyze, and interpret electronic schematics, engineering drawings, user manuals, and technical documents, and troubleshooting guides.
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public

**PHYSICAL REQUIREMENTS:**

- Must be able to stand, walk, squat, and bend at the waist for extended periods of time
- Safety sensitive position—will be required to work at busy traffic intersections • Required to drive up to five hours a day; ability to lift and carry up to 40 pounds
- May work in various, changing outdoor weather conditions, i.e. rain, heat, snow, etc.

**BUSINESS TRAVEL** Extensive business travel within assigned district Occasional travel outside of assigned district in support of Area or National requirements

**DISCLAIMER** The above statements are intended to indicate the general nature and level of work performed by employees within this classification. They are not designed to contain or be interpreted as an exhaustive list of all duties, responsibilities, skills, and qualifications required of employees assigned to this job.