

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Field Service Technician</b>	<b>Revised:</b>	December 7, 2021
<b>Work Location</b>	Remote	<b>FLSA Status:</b>	Full Time /Exempt
<b>Reports to:</b>	Director of Field Services	<b>Direct Reports:</b>	Yes
<b>Department:</b>	Operations	<b>Travel Required:</b>	99%
<b>Compensation:</b>	\$XX,XXX / Annually		

**The Company:** Inside Edge is a progressive, entrepreneurially spirited company headquartered in Eagan, MN. Named a 4 time Top 100 Workplace, the company originated in 2004, and has grown to be the national leader in commercial retail flooring services. We do business with the nation's "Top 40" retailers (i.e. Kohls, Target, Dick's Sporting Goods, Office Depot, Best Buy, etc.) as well as the nation's top Senior Living Housing providers. The company is supported by industry leading technology, including a proprietary online project management system, which has enabled significant growth.

**Job Summary/ Objective:** The role of Field Tech is critical to customer satisfaction and project execution. The ability to assess a situation and make decisions is a necessary skill. In this role being on jobsites to assist the Scope and Account Teams where needed to ensure a quality installation. Field Techs will work directly with Labor Services Team for the needs in the market and will be dispatched accordingly. The Field Techs will have responsibilities at the Pre-Execution, Execution, and Post Execution phases of the jobs.

### Essential Functions:

- Onsite commercial floorcovering installation and labor management with various installation crews from around the country.
- Vetting out new installation service providers while working with them on active projects.
- Problem solving, critical thinking and relaying information back to the project management team
- Pre-Execution: Help with ULP's & S2S notes (Scope Team)
- Weekly meetings with Team on upcoming schedule
- Substrate approval
- Execution
  - Best practices in the field
  - Holding installation service providers accountable to the customer and IE's expectations
  - Customer (store manager/site sup)
  - Retrieving production rates ( NO. of installers on site, hours worked for each task, SF. Of each task)
  - Videos/Pics for ULPS's
  - Spot Checking on projects
  - Training in the field
    - Jobsite management – May need to be on the job for a week or so to show the SP the flow of a job with particular customer.
    - Training installation service providers on proper installation and technique

- Emergency Issues in the field
- Post Execution
  - Punch walks
  - Complete Punch Items when necessary
  - Project reviews with Nick P., Scope and account teams

**Competencies:**

- Problem-solving
- Oral and Written Communication
- Interpersonal Skills
- Organization and Planning
- Reading Skills
- Time Management
- Attention to Detail
- Flexible Schedule

**Work Conditions:**

Requires the ability to communicate with employees and customers in while at offsite business and construction locations. Requires the ability to travel by car and plane. Ability to wear a Personal Protective Equipment such as Respirator, knee pads and gloves. Ability to operate power tools such as grinders ability to not only instruct team on installation techniques but also participate.

**Qualifications:**

- High School Diploma or equivalent.
- Minimum 5 years of industry experience.
- Ability to obtain and maintain a valid DOT medical card.
- Continued industry education and training, i.e. OSHA Safety, product manufacturers

**Performance Factors:**

Integrity	Energy	Collaboration	Innovation	Service
-----------	--------	---------------	------------	---------

**Demonstrated through....**

1. Attendance and Dependability: The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work safely, timely, accurately, in a thorough manner and is conscientious about assignments.
2. Communication and Contact: The employee communicates effectively both verbally and in writing with supervisors, colleagues and individuals inside and outside the Company.
3. Relationships with Others: The employee works effectively and relates well with others including supervisors, colleagues, and individuals inside and outside the Company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships. Must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

<b>Author:</b> Nick Peterson	<b>Title:</b> VP of Field Services
<b>Approved By:</b>	<b>Title:</b> Human Resources

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_