



RECRUITMENT PROFILE

Job Title: Field Service Engineer
Job family: Service
Reporting to: Service Manager
Scope: Norway, Sweden, Finland, Denmark, Estonia, Lithuania
Based: Finland

SUMMARY ROLE OVERVIEW

Provide professional service and support for Cavotec customers by performing field service troubleshooting, installation, repairs, and maintenance.

MAIN TASKS & KEY RESPONSIBILITIES

- Determine causes of operating errors and provide maintenance troubleshooting and problem solving in a timely and efficient manner, empowering customer satisfaction.
 - Build customer relationship in a professional manner through solution-oriented communications and service, providing both on-site and telephone support.
 - Coordinate with engineering, project management, spare parts and management groups to resolve escalated problems.
 - Provide written service & expense reports to the Service Manager on all activities carried out on site and complete all required documentation in a timely manner.
 - Comply with all safety policies, practices and procedures at all times. Develop and maintain safe habits and practices with regard to safety requirements on site and report any breaches or concerns on health and safety matters to the Service Manager.
 - Assist the parts department with recommended spare parts to existing and new customers.
 - Contribute hitting company's service sales targets.
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