



JOB DESCRIPTION / COMPETENCY REQUIREMENTS

Employee: _____
Position: Field Service Administrator **Status:** Non-Exempt
Reports To: Director of Field Service

Job Summary/Scope Statement

List the primary reason this job exists and the purpose of this position

The Field Service Administrator will provide administrative support to all field service technicians, coordinators and Director of Field Service.

Job Responsibilities

List the primary job responsibilities determined for the position title.

- Performs a variety of administrative functions in order to complete all field service department work orders; from creation to invoicing, including but not limited to, all required signatures, documents, and reports.
- Communicates directly via email and phone with field service employees to generate all necessary documents, within policy requirements.
- Ensures constant work order flow and attends work in progress meetings to discuss flow and outstanding jobs.
- Ability to motivate field technicians to turn in all documents in a timely manner.
- Prepares and delivers Field Service payroll files to Human Resources.
- Books travel arrangements and accommodations for the entire field service department.
- Contributes to team effort by accomplishing results as needed.
- Participate in GDS Safety and Quality programs.
- Performs other duties as assigned by management.

Experience / Education Requirements

List the minimum education and/or experience (competencies) required to perform this job successfully; include applicable leadership responsibilities.

- Requires a high school diploma or equivalent.
- A minimum of 2 years of previous experience in an administrative role or in a related area.
- Advanced knowledge with a variety of field service concepts, practices, and procedures.
- Basic computer skills, including proficiency in Microsoft Word, Excel, and Outlook.
- Relies on experience and judgment to plan and accomplish goals.
- A wide degree of creativity and latitude is expected.

Physical Requirements

The physical demands described here are representative to those that will be faced an employee in order to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to essential functions.



- While performing the duties of this job, the employee is frequently required to stand; walk; use hands to handle/feel objects; and reach with hands and arms.
- While performing the duties of this job, the employee will spend long hours sitting and using office equipment and computers.
- While performing the duties of this job, the employee may also have to do some light lifting of supplies and materials from time to time.

Approval

The employee named above meets the requirements of this job description/qualification record and is hereby approved to perform the duties and responsibilities stated within.

Approval: _____
Employee's Supervisor

Date: _____

Approval: _____
Employee

Date: _____