



Responsibility and Authority (Job Descriptions)

Job Title	Field Service Representative
Reporting to	Product Support Manager
Position Summary	<p>The Field Service Representative (FSR) is responsible for delivering field product support services, including technical information, troubleshooting, customer complaint handling, product training, and service parts assistance in a manner that achieves customer satisfaction and retention. They are the 1st point of service contact for the AZD fleet owners and dealers. FSRs assist the AZD Sales force by building and maintaining an AZD dealer service network. In addition, they provide data acquisition and field support for the AZD Product Service Managers (PSM) and Customer Technical Service (CTS) Coordinator.</p>
Essential Duties and Responsibilities	<ul style="list-style-type: none"> • Conduct regular visits to AZD fleets and dealers to provide training, service information, and assist with AZD product system diagnosis • Resolve customer disputes and product performance complaints to ensure customer issues are addressed in a timely manner (24 hour response) • Work with AZD Sales group building a dealer service and parts network • Contact AZD sales to keep them informed on field product issues and assist in resolving field complaints • Provide field support for AZD PSMs, CTS Coordinator, and Service Parts Coordinator • Conduct field warranty review of failed AZD components, at the request of the CTS Coordinator, Quality, and Engineering • Represent AZD at local industry trade events as assigned by supervisor and requested by sales counterpart • Increase product reliability through reporting product performance issues to the Strategic Warranty Action Team (SWAT) and other cross functional teams • Maintain uptime metric at key fleets, as required by engineering and PDP team • Support and monitor test installations of components and systems, providing periodic reports on performance, as requested • Monitor and report competitive activity in the marketplace • On call for short lead time service calls and frequent overnight travel
Education, Specialized Training and Experience Required	<ul style="list-style-type: none"> • Working knowledge of hybrid, electric vehicle systems and components • Excellent troubleshooting and system diagnostic skills • Understanding of scan tools, electronics, high voltage systems, and automotive/bus/truck mechanical systems • Minimum of 7 years experience in automotive or commercial vehicle field service, preferably with an OEM or tier 1 component supplier or Ford dealer service • Excellent technical, interpersonal, analytical, organizational, planning, and communication skills • Good training/teaching skills and ability to express technical information in written form • Ability to work independent with little supervision or in a team setting • Willing to initiate and suggest service solutions • Ability to work well under pressure, multitask & meet deadlines

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- Thorough understanding of working in an ISO 9001, QS 9000, or TS 16949 environment and experience within an APQP environment
- Computer skills in 2007 Microsoft Office (Excel, Word, PowerPoint, Outlook & Access), Internet Explorer, and SharePoint
- Willingness to travel, on short notice, up to 80% of the time
- Good judgment regarding business practices and product safety

Education/Certification:

- ASE Certification, Canadian equivalent, or ability to acquire
- CDL or ability to acquire
- BA/BS Degree in technical, business, or communications field, preferred

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