
POSITION: Field Support Professional (FSP)
LOCATION: Remote, United States
CLASSIFICATION: Exempt
REPORTS TO: US Customer Support Manager

Position Description

The Field Support Professional (FSP) provides hands-on support for demonstration and training to the end-user on all of Somero's products, both in the field as well as at the Somero Concrete Institute (SCI). The FSP coordinates their activity through the Scheduling Specialist and uses Somero technology and training to help achieve stated goals. The FSP works effectively with all departments of the Company to maintain a satisfied customer.

Principal Accountabilities

The overall mission of the FSP is to bring about positive equipment experiences in the field and at the Somero Concrete Institute (SCI). The core assignments are as follows:

- Coordinate and execute all product demonstrations as directed by Scheduling Specialist
- Conduct field and SCI training of all new operators
- Cultivate relationships with the customer
- Cultivate and nurture relationships with equipment Owners and operators to facilitate information flow
- Ongoing refinement of field demonstration, training techniques and SCI classes
- Accurate and complete record keeping for all customer interaction in customer database (GoldMine)
- Assist with customer service issues and repairs in the field
- Travel and work with Somero's Territory Managers, dealers and Regional Managers to maximize Somero representation
- Execute product demonstrations and training events
- Communicate with Somero customers to align training and demonstration needs
- Assist with international sales, prototype testing, and field service activity
- Increase and communicate understanding of the unique opportunities and challenges for Somero products
- Attend trade shows and company sales meetings as required by the Manager
- Communicate the needs of the customer back to various departments including Sales, Customer Support and Engineering

Job Requirements and Conditions

Individuals considered for this position will have a proven track record of sales and/or customer service leadership as well as extensive hands-on understanding of concrete placing. Other requirements and FSP characteristics:

- Ability to lift up to 50 pounds while following appropriate safety procedures
- Ability to stoop, kneel, crouch, crawl and climb
- Ability to work in an upright standing position for long periods of time
- Ability to sit for extended periods of time
- Ability to work in different environmental working conditions (e.g. heat, cold, wind, rain)
- As much as 80-90% travel necessary to perform the job well
- Plan and execute own travel with ongoing consideration for operating within budget
- Work carefully and safely on construction sites that are controlled and managed by customers and prospects
- Excellent communication skills - able to conduct effective training sessions, interface with business owners and lead a concrete placement crew
- Must have the mechanical aptitude to troubleshoot and perform minor repairs on small engines, hydraulics and laser equipment



- Computer skills needed to communicate via e-mail and to record sales and service events in customer database (GoldMine)
- Must be able to understand technical and nontechnical documents relating to operating, training, maintenance and repair of the equipment
- Periodic phone assignment when the travel schedule permits office work

Desired Results

- Satisfied customers (both internal and external)
- Help the Sales team accomplish machine sales via product demonstrations
- Increase understanding of the unique opportunities and challenges for Somero products
- Accurate and complete record keeping for all customer interaction
- Ongoing refinement of field demonstration and training techniques

Education/Experience

- 6+ years concrete finishing and paving experience required with ability to train others in finishing and paving
- 2-4 years of mechanical experience or operating experience on Laser Screeds preferred
- Must possess, or have the ability to obtain, a valid driver's license and passport
- Must have knowledge/experience towing a small-enclosed trailer, with ability to obtain DOT certification
- ACI Finishers Certification or Tradesman Certification preferred

Job Description Acknowledgement: I have received, reviewed and discussed any questions I may have had about this job description prior to signing this form.

Printed Name: _____

Signature: _____

Date: _____