

Job Description

Job Title: **Field Service Representative, Downstream**

Location: Waller, TX

Purpose

Field Service Representative's shall provide technical support to external as well as internal customers primarily in, but not limited to the field. On-site leadership, project workflow and guidance to include hands-on assistance is a primary function. They shall act as liaisons for BCAG and OBC technical support as required.

Duties and Essential Functions

1. High flexibility, adaptability, endurance and perseverance, openness to challenges, willing to work overtime hours when required
2. Be able/willing to perform any additional duties, tasks, and projects as necessary and as directed by the Field Service Manager.
3. Ability to work independently with little supervision and the ability to work under adverse Conditions
4. Confident, represent able and resourceful, robust and you love self-responsibility
5. Performs proactive sales activities
6. You appreciate regular customer contact and you are tolerant towards other cultures and Religions
7. On request provide supervision to on site personnel in connection with repair, retrofit, upgrade, and complete rehabilitation work performed on Burckhardt Compression reciprocating compressors at ARKOS FIELD SERVICES facility
8. Ability for supervising New System Installations and Commissioning
9. Open to work abroad globally where required
10. Maintains a consultative relationship with the influencers of the end users to ensure renewal.

Job Requirements

Education:

- Have a bachelor's degree in mechanical engineering or similar with experience in the petrochemical / refinery industry.
- Having a valid driving license

Experience:

- 10 years' servicing in the Downstream Refinery/ Petrochemical Industry
- Experience with any brand of reciprocating compressors and systems maintenance
- Experience on Dresser Rand Hyper- & Process compressors and system maintenance is an advantage

Skill Requirements:

- Experience in the Oil & Gas / Petrochemical / Refinery industry reciprocating compressor products and services directed towards all rotating equipment with significant technical specifications.

- A good working knowledge and understanding of various types of Electric and Gas Driven Reciprocating Compressor Equipment in the Oil and Gas Downstream / Petrochemical / Refinery Industry.
- Experience, understanding, training and knowledge background in an Industrial Safety Culture.
- Ability to provide and manage technical processes.
- MS Office Suite proficiency with ability to develop client-ready presentations in PowerPoint and conduct basic database tasks in Excel.
- Experience using sales automation/CRM (Siebel, MS Dynamics, etc.) tools is preferred.
- Work well in a Team environment.
- Must be able to communicate with internal and external customers.
- Excellent written and oral communication skills in English (Spanish is an advantage)
- Excellent problem-solving skills and detail oriented.
- Good organizational skills and ability to prioritize multiple tasks to meet schedules.

This position will entail other duties as assigned.