

## Job Description

Job Title: **Field Service Representative (FSR)**

Level: Downstream Operations

Reports to: Manager- Plant Services

Original: January 2, 2018

FLSA Classification (US Only): Salary/Non-Exempt

EEOC Classification (US Only): Technician/Engineer

Last Revision: July, 2020

### Purpose

Installs, troubleshoots, and maintains products/equipment. Trains employees, identifies, analyzes, and repairs product failures, replaces parts as needed. Requires a bachelor's degree in area of specialty and/or 10+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### 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

### HSE Essential Functions

1. Recognizes and complies with Health, Safety and Environmental rules and policies that are applicable to each location.
2. Participate fully in the Job Safety Analysis (JSA) program.
3. Participate in Behavior-Based Safety programs (BBS).
4. Report all incidents immediately to supervisor.
5. Participate fully in ARKOS's incident reporting and investigation program as well a customer's incident reporting and investigation program
6. Participate fully in site specific Emergency Action Plans.

### Job Requirements

pg. 1 *This job description is a general description of the job, is not intended to be a comprehensive description, and may be subject to change at any time. Arkos Field Services & affiliated companies are Equal Opportunity Employers.*

**Education:**

- High school diploma or general education degree (GED)
- Vocational/Trade school or Associate's Degree (AA) preferred
- Have a bachelor's degree in mechanical engineering or similar with experience in the petrochemical / refinery industry
- Having a valid driving license and Passport

**Experience:**

- Minimum 10+ years' experience servicing in the Downstream Refinery/ Petrochemical Industry
- Experience on Burckhardt Compression Hyper compressor and system maintenance F & K type preferred
- Experience on Dresser Rand Hyper- & Process compressors and system maintenance

**Skill Requirements:**

- Advanced understanding of Compressor and auxiliary equipment types, models, and theory of operation
- Ability to oversee the Installation, Assembly, Trouble Shooting and Repair procedures related to gas compressors and production equipment
- Ability to decipher P&ID's, Blueprints, Installation Instructions, and Technical Manuals
- Proficient in computer skills necessary to submit detailed reports, documentation and utilize OEM Firm ware related to commissioning
- Experience in the Oil & Gas / Petrochemical / Refinery industry reciprocating compressor products and services directed towards all rotating equipment with significant technical specifications
- 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)
- Good organizational skills and ability to prioritize multiple tasks to meet schedules

*This position will entail other duties as assigned.*

**Working Environment (Include travel requirements.)**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Requirements:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job:

- Ability to perform the physical labor necessary.
- Works occasional overtime
- Frequently lift and/or move up to 60 pounds and occasionally lift and/or move up to 100 pounds with the use of proper lifting techniques and procedures.
- Stand, walk, climb, perform overhead work with fall protection, use hands to feel, handle or operate objects, tools or controls and reach with hands and arms, sit, talk and hear.
- At least 20/40 corrected binocular vision, as well as close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Ability to kneel, balance, push, pull, drive, stoop, climb, and crouch.
- Perform duties while using respiratory protection such as:

- SCBA (self-contained breathing apparatus) in potentially hazardous environments
- APR (air purifying respirator) outfitted with cartridge filters used while painting
- Particle masks used while buffing and/or grinding
- Must be able to conform to customer-required physical and medical standards.