Field Service Specialist

POSITION SUMMARY

The primary responsibility for this position is to Manage the Hatchery Inovo Process for Zoetis. This will be accomplished through execution of our Best in Class Customer Service Programs. This position will perform preventive maintenance on electrical/mechanical equipment in poultry hatcheries. This position will also perform emergency repairs, at the customer location, as needed.

POSITION RESPONSIBILITIES

- Perform scheduled Preventive Maintenance on all assigned Biodevices.
- Provide electrical/mechanical support and perform emergency repairs as needed.
- Understand and follow Electrical Schematics.
- Required Participation in Territory After Hours Support and Repairs.
- Zoetis Field Service Technician responsible for all communication with assigned hatcheries.
- Complete all relevant reporting forms and procedures including scheduling visits, customer site contacts, parts usage priorities, site cart management, certification program, vehicle and equipment maintenance within assigned time period.
- Manage the Hatchery Inovo Process on behalf Zoetis Field Service Technicians in an assigned territory of 3-5 hatcheries
- Manage the Zoetis Operator Training Program for 25+ people (customer employees)
- Facilitate the vaccine and sanitation preparation program for all Zoetis Devices
- Support and Conduct the execution of the Zoetis Process Evaluation Program
- Principle for collecting and reporting all important information within Zoetis Fieldaware System
- Follow all safety/precautionary procedures.
- Regular communication with supervisor
- Other Duties as Assigned

Locations of Current Open Positions:

- Tifton, Georgia
- College Station, TX

Please visit www.zoetis.com to apply online.

Questions? Contact Bryan Cummings, Bio-device Field Service Manager
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