



# FIELD SERVICE REPRESENTATIVE

## ABOUT US:

Smartrend Manufacturing Group (SMG), Inc., established in 2004, is a leading supplier of customer-specific engineered parts and assemblies for transportation industries and general industrial applications. In 2018, First Light Safety Products (FLSP) was created as a tradename under SMG, to pioneer self-contained illuminated safety products for the pupil transportation industry. In the years since, FLSP has emerged as the market leader for Illuminated School Bus Signs and Fully Illuminated Stop Arms and pursued exclusivity over its products and technologies through considerable investment in proprietary know-how and patent protection.

## SUMMARY:

We are looking to hire a **Field Service Representative** who is outgoing, dedicated, and enjoys providing top-notch customer service. As the **Field Service Representative**, you will be undertaking customer support tasks, completing on-site installations, repairs, and maintenance, and ensuring proper task management so that all work progresses in a timely manner according to the needs of the customers.

## DETAILED DUTIES AND RESPONSIBILITIES:

- Perform installation of school bus safety equipment at customer locations, primarily in New York state
  - Proficient use of power and hand tools
  - Proficient at the use of electrical diagnostic equipment (i.e. digital multimeters)
- Perform basic troubleshooting for installed equipment and provide detailed service reports and recommendations on repairs and upgrades
- Perform product demonstrations and installation training
- Perform warranty repairs at the Winnipeg facility

### Smartrend Manufacturing Group

P: 866.489.7237 | F: 833.866.1547

E: [info@smgrp.com](mailto:info@smgrp.com)

W: [www.smgrp.com](http://www.smgrp.com)

### First Light Safety Products

P: 866.216.2605 | F: 833.866.1547

E: [info@firstlightsafety.com](mailto:info@firstlightsafety.com)

W: [www.firstlightsafety.com](http://www.firstlightsafety.com)

## KNOWLEDGE, SKILLS, AND ABILITIES:

- Willingness to travel up to 6 months per year, primarily in the USA
- Mechanical and electrical technical acumen
- Good computer skills for communication and report writing
- Ability to lift and carry 30 pounds
- Maintain and develop positive professional relationships with existing and potential customers
- Ability to work independently and take initiative to improve customer support
- Ability to interface with key technical stakeholders in a team environment
- Must have a valid driver's license
- Must have a valid passport and be able to travel across the Canada/US Border

## EDUCATION AND EXPERIENCE REQUIREMENTS:

- Technical Certification or 3 years of technical experience
  - Electromechanical Technician Certificate
  - Trade and Industrial Skill Certificate
  - Automotive Service Technician Certificate

Share with us your talent, drive, and entrepreneurial spirit and we will provide a creative and supportive environment, where valuable contributions are rewarded and celebrated with professional growth, job satisfaction, and an attractive total compensation program. We offer a benefits package to our employees including:

- Starting salary of \$60K to \$70K, depending on experience
- Group Insurance Plan
- Paid Vacation
- Matching RRSP program
- Employee-focused company events
- Paid time off for Christmas closure

*We would like to thank all applicants who apply, however, only those selected for an interview will be contacted.*