

Field Service Representative - USA

Job Description

Location

Bakersfield, C.A. / Houston, T.X. / Syracuse, N.Y

Summary

Reporting to the Branch Manager, the Field Service Representative is responsible for meeting the Field Service requirements established by TransCanada Turbines.

Duties

The duties may include but will not be limited to the following:

- Support Calgary based activities to accomplish the repair and overhaul of General Electric industrial gas turbines, ensuring that this work is carried out in accordance with the applicable OEM manuals, TCT specifications and procedures, and standard industry practices.
- Perform in field maintenance, repairs, inspections, unit installations, commissioning, and any other in field service activities as required.
- Perform in field maintenance and modifications on control systems, packages and ancillary equipment.
- Help to ensure that customer expectations are met, in terms of delivery, cost, quality and responsiveness.
- Work with the engine team(s) to ensure a focused, constructive and communicative working environment, delivering high levels of personal and company performance.
- Monitor and maintain tooling and equipment. Ensure that this equipment is kept in a safe reliable working order. Remove from service any tool or equipment found to be defective.
- Make recommendations on tooling and equipment to be provisioned for a gas generator field service group.
- Monitor field service activities to ensure that they are carried out in a healthy, safe, and environmentally conscience manner, per TCT policies and procedures. Take steps to correct any condition that violates this fundamental principle.
- Make recommendations on policy and procedures to improve field service, shop productivity and the profit of the company in general, as well as contributing to continuous improvement initiatives.
- Work with the Repair and Overhaul Project Managers to ensure that their objectives are met.
- Assist with the set-up of a field service capability, providing operational and maintenance support.
- Report on business development and field service issues/progress on a regular basis, as defined by the Branch Manager.
- Work with marketing, trading, and supply partners where necessary to achieve goals of TransCanada Turbines and assist in developing and improving customer relations

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wherever possible. This will include performing sales visits on behalf of the Branch Manager, Services and the Vice President, Sales.

- Represent TransCanada Turbines in any and all activities, as requested by the Branch Manager, Services.
- Increase knowledge of the HSE Policy and Manual and maintain a positive attitude towards the health and safety of myself and my coworkers.
- Take ownership of HSE issues and demonstrate enthusiasm and support for HSE.
- Other duties as directed by the Branch Manager.

Employee and team flexibility is of prime importance to TransCanada Turbines. It is important that all employees are willing and able to assist with any activity, at any time, as necessary to support the needs of a changing and demanding customer base in the gas turbine repair and overhaul business.

The minimum training and/or educational requirement for this role is 5 years related experience or a combination of education and experience that allows the individual to adequately perform the role, determined by the Branch Manager and Director, Global Field Services.