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| Job Title: | **Field Services Technician- Commercial Roofing** | Classification: | Salaried Exempt |
| Reports to: | Director of Single Ply Systems-North America | Department: | US Commercial Sales |

**Role Objective:**

The Field Services Technician role is responsible for acting as a liaison with the contractor community for IKO’s new US commercial roofing division. The role acts as a quality control inspector to assure quality workmanship on IKO warrantied installations. The initial emphasis will be on training, education and certification of IKO contractors/applicators.

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| **Essential Job Functions** |
| * Liaise with the commercial contracting community and perform quality assurance inspections of ongoing and completed commercial roofing jobs. * Prepare and conduct both theory and hands-on commercial product training for existing and potential Registered Contractors. * Produce written inspection and quality assurance reports for internal and external customers. * Work with contracting community and distribution network on product education and promotion * Conduct warranty claims investigations when appropriate * Attend and participate in related association events to promote IKO Commercial products. * Attend internal meetings, functions and company provided training as required * Adhere to Health and Safety policies as well as IKO Vehicle policies * Any other responsibilities as assigned |
| **Competencies** |
| **Technical Skills**   * Several years of hands-on experience in commercial roofing including exposure to installation methods for TPO roofing and other related products. * Ability to read technical roofing documentation/specifications * Is comfortable working with MS Outlook, Word, PowerPoint and other office technology * Formal training on roofing installations/quality control with large national roofing company is a plus   **Social Process Skills**   * You are comfortable demonstrating and presenting product applications, either hands on or in presentation format * You are passionate about quality workmanship while also building lasting customer relationships for the future. * Motivated, competitive, passionate and flexible. Can effectively manage multiple tasks while working independently * Excellent written and verbal communication skills. You can confidently reach out to and work with contractors presenting the benefits of IKO commercial products. * Adaptable to changing priorities and responsibilities with a “get it done” attitude |
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| **Physical Demands** |
| * Must be able to work flexible hours (including nights and weekends) to complete tasks as assigned * The person in this position needs to feel extremely comfortable with heights and climbing a ladder * Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer |
| **Travel** |
| * Must have a valid driver’s license and can travel throughout the designated territory with potentially some overnight stays * Frequent travel, site visits, some overnight travel could be required |
| **Required Education/Experience** |
| * Associates or Bachelors degree preferred * 3-5 years direct hands on experience in commercial roofing business * Ideally has experience with quality assurance and roof inspections with roofing contractor * Understanding of commercial roofing assemblies and their applications * Driver’s License in good standing required.  |  | | --- | | **Direct Reports** | | None | | **Work Authorization** | | Must be authorized to work in the United States of America | | IKO is an **equal opportunity** employer  *This job description is subject to change at any time.* | |