



23461 Industrial Park Drive
Farmington Hills, MI 48335 USA

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Job Description – Field Service Engineer

Location: Elk Rapids, MI

Reporting To: Service Supervisor

Overview

A Field Service Engineer at Elk Rapids Engineering will play a pivotal role in the future success of the company by servicing through deterministic practices, the machine install base.

Responsibilities

- Establish working relationships with current foreign and domestic customers to better service the Star product line.
- Identify and troubleshoot a wide range of problems typically found on a CNC machine tool.
- Complete a vast training schedule in order to come up to speed quickly and efficiently on the Star Brand of CNC tool and cutter grinders.
- Answer questions and provide effective phone support while in house to support our customer base.
- Review, evaluate, and suggest areas within production where formal documentation and/or assembly practices need to be created. Bring back and summarize important continuous improvement ideas from experiences in the field.
- Assist in the assembly, startup, and testing of the machine tool line in order to maintain the production schedule and keep critical tasks moving forward.

Requirements

- 5+ years in a manufacturing / service environment
- Strong mechanical and electrical skills
- Ability to communicate clearly with management and customers
- Strong work ethic with a focus on customer satisfaction

Application Details:

Send resume and cover letter to hr@starcutter.com or

Human Resources Department
4210 Doyle Drive
Lewiston, MI 49756

Further information on the company can be found at www.starcutter.com.