

# UpLift Compression, LLC

## Field Service Manager – Compression

### Eastern Permian Basin, TX

#### Job Details

##### Job Type

- Full-time

#### Benefits with Rewards

- Competitive Pay
- Vacation - Paid Time-Off
- Retirement 401(k) with Company Match
- Health/Dental/Vision Insurance
- Career Development – Performance, Growth, and Recognition
- Continuing Education/Certifications
- Referral Program

#### Job Description

UpLift Compression is seeking top-quality Field Service Managers to oversee and manage Field Service Technicians and assigned field operations. This position is primarily located in the Eastern Permian region and NW Texas. Opportunities for career growth.

#### Position Summary:

The FSM position manages, plans, coordinates, and directs assigned field personnel, field operations, and parts. The FSM will provide onsite expertise at multiple locations and oversee all aspects of Techs performing basic to advanced maintenance functions, repairs, procedures, activities, and responsibilities associated with working on gas compression packages and/or process equipment. The FSM provides mentorship, motivates, and possess the skills to lead their Team in the field to perform at a safe and high level of performance to exceed company and customer metrics and goals.

#### Essential Duties & Responsibilities:

- Represents the company in a professional manner while providing outstanding customer service and support that aligns with UpLift's core values, handbook, customer commitment, and vision.
- Customer Support – Communicates directly with the customer to provide outstanding support, address any complaints, and reports them immediately to supervisor, and resolves problems.
- Oversee the routine scheduled preventative and corrective field mechanical services, respond to recurring problems and emergency services on assigned gas compression units.
- Coordinate logistics, service calls, preventative maintenance, set-up and testing, minor and major repairs, and overhauls as necessary.
- Monitor and distribute assignments to level work loads and increase efficiencies.
- Organize Field Service Technicians to minimize driving and response time.
- Assist Field Service Technicians in performance of major decisions and repairs, diagnosing and troubleshooting engine/compressor failures accurately and effectively.
- Provide onsite technical expertise and leadership for all levels of maintenance, repair, overhauls, etc.

- Coordinate with team members, management, and customers to ensure projects are completed on time and on budget.
- Responsible for submitting accurate maintenance and progress reports, expense reports, timesheets, and other paperwork daily, assist FST's to ensure reports are submitted as required.
- Oversee inventory control and material needs by managing the supply, storage, and accessibility of parts as well as tools to ensure an adequate supply to work without excessive oversupply or shrinkage. May include company inventory at select customer locations.
- Provides communication and input to Supervisor for personnel development and performance, appraises, rewards, and disciplines assigned personnel.
- Assists in interviewing, hiring, and training Field Service Technicians.
- Provide training to Field Technicians on all types of diagnostic and alignment tools, technical skills to diagnose cause of equipment problems, oversee the required repairs, and arrange for additional diagnostic and repair support.
- Prepare work orders as required to meet customer needs.
- Must recognize/comply with a positive attitude the Health, Safety, and Environmental rules and policies applicable to each location. Attendance/Participation to HSE Meetings is required.
- Clearly communicate successes, challenges, and failures.
- Provide Technical support to Managers and mentorship to Field Technicians.
- Provide and maintain a full set of hand tools as per company standards.
- When necessary, the FSM will be expected to assist in providing field service, 24-hour support, assist in responding to any/all service calls after normal business hours or on-call hours, and coordinating the on-call FST accordingly within the geographic area of responsibility.
- Must maintain a Valid Driver's License with Motor Vehicle Record (MVR) within the acceptable parameters of Company Policy is required.

#### **Education, Experience, and Training:**

- High School Diploma or GED, two-year college or technical school is preferred.
- Prefer 6+ years of related experience with CAT, Waukesha, Ariel, GE, etc.
- Prefer 1+ year managing or overseeing field personnel and/or operations.
- Proficient in diagnosing, analyzing, completing, and communicating failure analysis.
- Willingness to learn/adapt to new technologies and processes, including computer software.
- Strong knowledge of compressor packages and some production equipment.
- Proficient with current industry standards for start-ups and installation of various compression, adapt to changes in work environment, deal with frequent change, delays or unexpected events, think outside the box to use the method that best fits the situation.
- Advanced electric and mechanical control troubleshooting skills preferred.
- Strong attention to detail, communication skills, decision making, exceptional customer relation skills, self-motivated, problem solving, strong character, analytical skills, positive Team member.
- Proven ability to follow instructions, communicate effectively, respond to management direction, take responsibility for own actions, complete tasks on time or notifies appropriate person with an alternate plan, assist others, develop alternate solutions.
- Ability to travel more than 75% of the time for extended periods of time, possibly on short notice.
- Strong Electrical, Emissions controls, Control Panel, and Troubleshooting skills.
- Advanced knowledge of compressor packages, including components, controls, and systems.
- Advanced knowledge of CAT, Waukesha, and other natural gas engine experience.
- Advanced Ariel, GE, and other natural gas compressor experience.
- Upon hire - Successful completion of UpLift's New Hire Orientation and Safety HSE Training.
- Microsoft Office Suite (Excel, Word, Outlook) & other computer programs as needed.
- Requires an employee to frequently use a computer and type, and utilize other office equipment such as a printer, Outlook calendar, telephone, etc.
- Required - Ability to read, write, speak, and understand English.

**Certifications:**

- Preferred – Proof of OEM Training & Certifications.
  - CAT Gas I / II / CAT Electrical
  - CAT 3500 / 3600
  - Waukesha VHP
  - Ariel Basic / Mechanical
- Valid Driver's License
- Safeland (PEC Basic Orientation) or ability to obtain.
- Forklift Certification or ability to obtain.

**Supervisory Responsibilities:**

- The FSM will directly or indirectly supervise 2-6 field employees. Carries out supervisory responsibilities in accordance with the company's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; assigning, planning, and directing work; conducting performance appraisals, rewarding and disciplining employees, addressing complaints and resolving problems, working closely with Supervisor, and maintaining exceptional customer support.

**Working Conditions & Physical Demands:**

- Must be able to work under pressure, complete tasks in a timely manner, and fit for duty for the job tasks performed per the role.
- Must be able to work independently and in a TeamWork environment.
- Assist Management with developing and improving work processes as needed.
- Ability to lift, pull, push, carry up to 70 pounds, and to push and pull up to 100 pounds.
- Requires good balance and ability to stand, kneel, bend, twist, and stretch over and under pipeline equipment in different positions to complete tasks in various environments including tight and confined spaces.
- Requires employee to stand for up to 75% of the time and sit for up to 25% of the time.
- Ability to drive and work outside or inside for reasonable periods in all climates and temperatures (including extreme heat and cold) to do repairs on equipment including day or night.
- Requires employee to climb in and around equipment, ladders, and stairs to assist, inspect, perform maintenance on equipment. Must be able to maintain balance on ladders or stairs without assistance.
- Vision Requirements – Close vision, distant vision, color vision, and ability to adjust focus.
- Must meet the medical requirements necessary to wear required PPE.

UpLift Compression, LLC is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, national origin, disability, or veteran status protected by applicable federal, state, or local laws.