



"YOU CAN DEPEND ON U.S."

Field Service Engineer

USBUS has been an award-winning provider of office equipment and services in North Central Indiana and Southwest Michigan for the last 25 years. We have been supporting our clients with products and outstanding service to ensure they have the tools to communicate and share documents quickly and efficiently. Do you want to work for a company that values your efforts? U.S. Business Systems might be a place to find your ideal career and get yourself to the next level!

Knowledge, skills and abilities of the successful candidate to include:

- Hardworking, customer focused, self-motivated individual.
- Strong electromechanical aptitude with computer skills.
- Maintain positive, professional behavior and project a positive and supportive image of self and USBUS.
- Effectively work with Dispatch to manage customer base and achieve response time goals.
- Discuss the situation with the customer, gather all pertinent facts and then implement a solution.
- Give meticulous attention to detail on all service calls to properly address the issues.
- Work with the Parts Department to order parts to maintain an organized and accurate trunk inventory.
- Receive assignments and direction from the Service Operations Manager.
- Must be able to work with minimal supervision.
- Escalate in a timely manner situations to the Service Operations Manager and Sales when needed.
- Maintain the necessary parts, tools, and equipment needed for repairs.
- Properly complete paperwork in a timely manner.

Job Qualifications and Requirements:

- Associates degree, technical certification, or 2 – 5 years related experience.
- Valid driver's license and clean driving record.
- Must be able to do some light lifting.
- Neat in appearance.
- Very good time management skills.
- Ability to perform under pressure and work well in a team environment.
- Very good written and verbal communication skills.

What employees get out of a career with USBUS:

- Thorough training and development (on-the-job, online, vendor run product and application training, in-house classroom).
- Fair compensation- base salary with bonus opportunities.
- Medical, Life, Vision insurance available.
- IRA available with company match.
- Paid time off.
- Company issued lap-top and cell phone.

Apply by submitting resume to jobs@usb.com