



Joseph M. Day Company

Division of Banner Engineering & Sales, Inc.
Manufacturers and Combustion Engineers

1840 North Michigan Avenue
Saginaw, MI 48602 USA
Phone: (989) 755-0583
Fax: (989) 755-1309
www.josephmday.com

Job Title: Field Service Supervisor – Boiler and Combustion Heating/Process Systems

Job Description:

Supervise the Field Service Operations of a commercial and industrial boiler and combustion equipment service team, based in Saginaw, Michigan. Provide support and after-market oriented services to new and existing Joseph M. Day Company customers.

Skill Requirements:

- Understanding of commercial and industrial boilers, combustion systems and ancillary boiler equipment and systems
- Understanding of industrial controls
- Read and understand wiring diagrams
- Operations Management:
 - Direct daily work of Field Service and associated Office personnel.
 - Establish performance expectations and goals for Field Service and associated Office personnel with the JMDC Business Manager
 - Develop and implement training goals and objectives for Field Service and associated Office personnel with JMDC Business Manager
 - Supervise and Maintaining schedules
 - Managing multiple fast moving projects simultaneously
 - Handle abrupt schedule changes and demands
- Must have “Hands On” ability and experience
- Strong written and verbal communications skills a must
 - Internal – Field Service personnel, Service coordinator, Shop and Engineering
 - External – Customers, Vendors, Inspectors, Partners & Contractors
- Computer – Microsoft Office, Sage 100 a plus

Education:

- Associates Degree (Minimum) in HVAC/R Service or Related Field plus minimum of 5 years practical field experience.

Experience/Background:

- Boiler / Burner and related equipment service operations
- Field Service Management

Job Responsibilities and Duties:

- Service Group Operations Supervisor / Foreman:
 - Lead and direct daily service operations work of the Group’s Field Service and associated Office personnel.
 - Establish performance expectations and goals for Group’s Field Service and associated Office personnel with the JMDC Business Manager
 - Develop and implement training goals and objectives for the Group’s Field Service and associated Office personnel.
 - JMDC Field Service and associated Office personnel shall report directly to and be responsible to the Field Service Supervisor / Foreman.
 - Manage abrupt schedule changes and demands
 - Implement all Management directives, goals and objectives
 - Comply with all Company policies
 - Develop and communicate detailed mechanical and electrical scopes of work



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Job Responsibilities and Duties: (Continued)

- Supervise field installation, commissioning of boiler systems, retrofit and upgrade projects, and customer training
- Responsible for adherence to Company's safety program by self, Field Service and associated Office personnel.
- Work with JMDC Business Manager to hire future Field Service and associated Office personnel. Hiring to be executed in conjunction with and compliant with Company employment practices
- Travel approximately 30% of the time, primarily day trips, can including weekends and holidays.
- Prepare field labor and material estimates for retrofit job and field service quotations
- Be Familiar and apply codes and standards, such as: ASME, NFPA, UL, Michigan Mechanical and Electrical, NEC, etc. applicable to work completed by the Field Service Group

Additional Expectations:

- "Can Do and Positive" attitude
- Respond to and assist customers on phone
- Respond to and assist Field Service and associated Office personnel
- Must be a team leader and able to develop strong team players
- Promote Company Culture within the Field Service Group
- Position is located in Saginaw, Michigan.
- Support other divisions within the Company, as needed and requested

Position Compensation / Benefits:

- Competitive wage based on success and growth of the Field Service Group as well as improved skills & experience
- Competitive Benefits Package
- Paid Time Off – up to 4 weeks per year after first two years of service
- Traditional Company observed Holidays
- Company vehicle, cell phone and computer

Note: Company provided benefits are subject to change based on current and future governmental regulations and laws, economic conditions and needs of the Company.

Company Culture:

Dedicated to customer service, Joseph M. Day Company's work environment encourages creativity and reliability. A highly responsive customer focus fosters an entrepreneurial spirit with a talented sales and field service staff that collaborates to provide the best solutions and consistent results for our customers. As a family owned business, the family's core principles of honesty and integrity form the basis for superior boiler and combustion equipment sales, service and support.

Successful Joseph M. Day Company team members are reliable, responsible, hardworking and enthusiastic individuals with positive attitudes. We serve the local Great Lakes Bay region as well as the central and northern Michigan region boiler markets from extensive experience in boiler and combustion systems and application engineering provided through the company's extensive resources.

The work is challenging and rewarding for all team members, encouraging each member to extend their skills beyond their immediate assignment and responsibility. Joseph M. Day Company offers employees the opportunity to grow personally and collectively to enhance the performance and growth of our boiler equipment sales and field service organization.

To learn more about our company visit www.josephmday.com.

To apply, send a cover letter with your resume to humanresources@josephmday.com.

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