

The Field Installation Coordinator provides field-training, support and troubleshooting to distributors, installers and customers for all products sold to ensure proper operation and compliance with established quality, reliability and installation standards. As an in-house product expert, the Field Installation Coordinator also provides in-house training, support and troubleshooting as required.

**Position Responsibilities:**

(include, but are not limited to)

- Receive and respond to all incoming technical inquiries, including 2<sup>nd</sup> tier technical support for live chat; gather appropriate information, recommend solutions and ensure timely customer follow-up.
- Collaborate with other areas, providing assistance and information and as needed to resolve technical problems
- Assist with the development, implementation, and maintenance of all installation instructional materials, training equipment, and procedures.
- Assist with the development and delivery of regular field training on the installation of Phantom's product lines.
- Gather market intelligence on installation techniques used by the existing distribution network and competitors. This includes product limitations, tools, and installation tips and tricks.
- Catalogue regional differences on architecture and applications that affect installation of all Phantom products.
- Develop installation tools to enhance value-added solutions that enable time effective installations while maintaining quality standards. Carry out research and utilize feedback from sales channels, competitors, distributors, dealers, installers, and other building product experts to compile tool guidelines.
- Assist with the development, maintenance, and communication of minimum quality standards related to the installation of Phantom's product line, including the establishment of procedures and standards for allowable field modifications.
- Communicate regularly with management regarding required product modifications based on needs or market trends through ongoing feedback and, whenever possible, participate in product development meetings.
- Develop drawing details and documents involving installation, product development, and customer service, including direct work with architects, builders and contractors.
- Assist with performing essential and routine product testing both in-house and in the field.
- Perform inspections and provide recommendations on the quality of installations, particularly those that pertain to warranty situations and end-consumer complaints.
- Complete field installations of products as required - either as a means for training or to support direct commercial and /or national account business.
- Maintain a current knowledge of the position and participate in job-related training programs or associated personal development initiatives as required
- Perform all other duties as assigned.

**Corporate Expectations:**

*Conduct oneself with honesty, integrity, morality, and fairness  
Model the corporate vision, mission, and values as outlined in the Policies Manual  
Treat co-workers with respect and dignity at all times  
Encourage by example by demonstrating commitment and dedication in all that you do*

**Position Requirements:**

- Minimum two years related work experience
- Strong technical and mechanical aptitude needed to develop a comprehensive knowledge of Phantom's product lines and detailed installation techniques
- Ability to read and understand diagrams, plans and technical specifications
- Hands-on proficiency working with a variety of building construction tools
- Ability to schedule and meet assigned deadlines

- Ability to develop and maintain positive and professional relationships with all internal and external contacts
- Available to travel for extended periods throughout Phantom's market areas as required
- Commitment to upgrade skills and knowledge through training, as required
- Detail oriented with strong communication skills.
- A high degree of initiative and the ability to work with minimal supervision
- Ability to thrive in a team driven, service-oriented environment

**Educational Requirements:**

- High School Diploma (Grade 12 or equivalent)
- Post secondary education in mechanical design, building sciences, or related discipline is desirable
- Building, construction or related experience preferred