



Job Situation

Office, computer, phone, fax. In the field, visiting clients at their plants and facilities. Travel. Reporting to Service Manager.

Weekly Hours of Work

40

Overtime

Monthly Salary

\$2,900

Student Loan – Owing

Student Loan – Monthly Payment

\$300

Duties

Consult with clients and their staff. Set up equipment for clients. Train clients' staff. Troubleshoot. Public relations. Keep records. Write reports.

Prospects

Management. Sales. Public relations. Consulting.

Job Title

Technical Service Representative

National Occupational Classification (NOC)

6433

Job Description

When most of your company's clients need anything, they call you. Often you have to forward their requests to sales or accounting, but they call you first because they know who you are. You are one of the most visible people in the company from the client's point of view. When they bought their packaging systems you were on-site to help their engineers set up. You took plenty of time with their service staff, who found you easy to talk to because you used to do the same job. You've called them a few times to make sure everything was fine and make sure they get any updated technical information that comes your way.

Not that there aren't a few thorns in your bed of roses. When things go wrong with new equipment, as can happen, the calls come to you at all hours. Some clients are upset or angry and some are downright rude. For the sake of public relations you take the flak with good grace, ignore the bad manners and get to the scene of the disaster as fast as you can, which can be a day or two sometimes. You do your best for the equipment, and especially for the people.

You know that the reason you got this job was that your natural technical abilities and hands-on experience come wrapped in an easy-going, friendly sort of personality. Angry clients don't just take their business elsewhere, they convince other people not to come to you in the first place, which is really bad for business.

It was your lucky day when you mistook the new general manager for a potential client lost in the corridors and chatted him up all the way to the Sales office. Nothing happened immediately, but he didn't forget you when the senior service rep retired. Now you are more than willing to deal with a difficult client occasionally—your annual trip to the European conference next week puts it all in perspective!