



# MILESTONE

H E L P I N G  
C H E M I S T S

## **Field Service Engineer: Mid-Atlantic (Remote)**

### **About Milestone:**

Milestone is an international company with innovative solutions for performing sample preparation used laboratories around the world. Milestone has a twenty plus year history of success that has been built on a sustainable organic growth strategy. By offering integrated solutions to clients that enable faster, safer, easier and more cost-effective processes for their businesses. With over 50 patents and 25,000 systems globally Milestone is a market leader committed to providing the scientific and industrial communities with the highest quality instrumentation.

### **Who we are looking for:**

We are looking for someone to join our team as a Field Service Engineer. We are looking for a motivated individual to support clients in our Mid-Atlantic Region (Southern NJ, PA, and Eastern Ohio) with quality customer service and support. You will be responsible for providing technical and service support across all our product lines. During on-site visits you will help maintain client loyalty through education with Take-15 and driving milesCARE referrals.

The ideal candidate will be someone who can take direction and then work independently. You must be comfortable in a client facing role and with extensive overnight travel. You will be responsible for 4 client visits on average per week within your region.

### **What you can expect in the Field Service Engineer role at Milestone:**

- Excellent time management and communication skills are needed
  - Responsible for scheduling client visits in a timely manner
  - Complete work orders in an efficient travel plan
  - Demonstrated ability in accurate reporting of services provided and timely processing of all paperwork
- Provide field support through installation, major maintenance, and preventative maintenance
  - Average 16 work orders per month for your region
    - Maintain cost efficiencies within Milestone Travel policy
  - Drive milesCARE program referrals

- Previous experience performing IQ/OQ certifications is preferred
- Enhance post-sales support by identifying additional accessories/consumables and instrument opportunities, building strong customer relationships, developing references/user profiles
  - Maintain client loyalty
- Develop strong engineering knowledge for all products spanning both Analytical and Terpene Processing Divisions
  - Ability to act as subject matter expert on various sample preparation devices with the knowledge and understanding of all service processes and systems

**Basic skills we prefer you to have:**

- Bachelor's Degree in Electromechanical Engineering or Science preferred areas or related work experience
- 4+ years of successful field service experience in laboratory equipment or supplies, capital equipment sales, or related field work
- Ability to travel extensively overnight (up to 4 clients per week)
- Possess a strong mechanical/electrical aptitude
  - Present technical and competitive information in a clear, concise manner
- Technical expertise or aptitude for inorganic and organic chemistry applications
  - Experience with sample preparation or metals analysis
- Possess strong awareness of market conditions regarding products, product updates, service offerings and new technologies through available resources
- Excellent oral and written communication skills
- Computer skills: Microsoft Office proficient, experience with Salesforce a plus

**Benefits Milestone will offer you:**

- Comprehensive benefit package (medical, dental, vision)
  - We will cover 70% of your medical premium and 60% of any spouse/dependents
- We will provide STD, LTD, and Basic Life Insurance coverage at no cost to you
- You can contribute to the 401k after 90 days of service
  - We will contribute 3% of your salary after 1 year of service
- We will support ongoing training and development of your skills