



HEXAGON

## JOB POSTING

<b>Job Title:</b> Senior Field Operations Leader / Customer Site	<b>Job Level:</b> IC4 <b>Status:</b> Salary Non-Exempt
<b>Reports To:</b> Vice President Mobile Pipeline	<b>Department:</b> Mobile Pipeline
<b>Location:</b> Denver, Colorado	<b>Post Date:</b> June 2019

### **Job Summary:**

This position will primarily support a key customer and therefore will reside on-site at our customers location in order to work alongside their engineering, logistics, and operations teams. This role will coordinate requalification testing and service of Hexagon products at field sites and act as a liaison between the customer and Hexagon Technical Services. This role will gather input from operations regarding product use, warranty issues, maintenance concerns, and perform training on Hexagon products while on-site at customer locations. The position will spend approximately 50% of the time in the customer's office and 50% traveling to customer's other sites within the US and Canada.

### **Duties and Responsibilities:**

- Organize and coordinate MP module requalification's and other service activities for key customer.
- Perform training to customer's personnel on Hexagon products, their operation and maintenance, including the preparation of training material and curricula.
- Work closely with customer's engineering to understand product use and customer needs.
- Provide insight to Hexagon sales and engineering on customer use, pain points, needs, and desires.
- Build relationship with the key customer to provide an enhanced customer experience.
- Provide single point of contact for the customer to generate parts orders, resolve issues, and improve overall communication.
- Travel to various customer locations and end user sites to support product in the field.
- Understand product use and provide a personalized level of attention to our customer and the customer's customers.
- Interface with customers to prioritize and organize repair and service of Hexagon® products.
- Perform data acquisition and analysis as appropriate to understand operation of Hexagon products and balance of system components.
- Publish report's summarizing in-the-field findings, including voice of the customer feedback, technical and commercial observation, and other related information.
- Concisely summarize cross-functional data into actionable intel with conclusions and recommendations.
- Work in a team environment.
- Other duties as assigned

### **Supervisor Responsibilities:**

- The job has no supervisory responsibilities

### **Education, Certifications & Qualifications:**

- Vocational Degree or certification from a technical or trade school.
- 10+ years of demonstrated high level of technical proficiency.
- Prior knowledge or experience performing maintenance, repair, and/or requalification of hydra-mechanical and/or electro-mechanical equipment preferred.
- Ability to communicate effectively using the English Language, both written and verbally.
- Prefer 5+ years-experience in Mobile Pipeline operations or related service (vehicle refueling; power generation; gas compression, fuel logistics, E&P operations, etc.).
- Must have a valid driver's license and passport (or ability to obtain).

### **Knowledge, Skills and Abilities:**

- Ability to assess the tangible and intangible value of products and service to drive development of Hexagon's products and services.

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- Ability to obtain safety and training approvals to visit all customer locations.
- Possess a thorough understanding of high-pressure storage vessels and their operation and perform maintenance and repair.
- Experience working with high-pressure gasses and solid understanding of associated safety concerns.
- Ability to understand test procedures and instrumentation, related to acoustical methods and processes.
- Strong familiarization with handling and working with composite tanks, fittings, and related plumbing.
- Innate awareness of safety considerations and strict compliance with policies and procedures to ensure safety in the field.
- Must have strong problem-solving skills and a desire to create solutions.
- Must have demonstrated and effective interpersonal, oral and written communication skills with the ability to professionally interact with internal and external customers; respond to common inquiries or complaints from customers and regulatory agencies.
- Ability to write correspondence that conforms to prescribed style and format.
- Ability to establish and maintain rapport and effective communication with diverse levels within company and external customer organizations.
- Prior experience working under tight deadlines with shifting priorities.
- Must have the ability to work in sensitive and confidential situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions with ability to deal with abstract and concrete variables.
- Demonstrated understanding of basic math principles and procedures, ability to work with mathematical concepts such as probability and statistical inference.
- Must have above average MS Office skills.

#### **Physical Demand & Work Environment:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to stand for long periods of time while working in the field. Ability to use hands to finger, handle, and/or feel. The employee is moderately required to stand, walk, reach with hands and arms; stoop, kneel or crouch; talk and hear. The employee may occasionally lift and/or move up to 50 pounds. At times, be required to work at heights of approximately 13' while wearing fall protection. Specific vision abilities required by this job include close vision, and ability to adjust focus.
- Must be able to travel up to 50% of the time and occasionally work up to 14-hour days. This position may work in the plant and outdoors in the field, therefore subject to all weather conditions sometimes to include extreme cold and heat. The work described while working in the plant or field will require wearing all PPE depending on circumstance which may include, safety glasses, hard hat, ear protection, leather gloves, safety harness, safety vest and steel toed boots.

#### **Apply**

##### Internal Applicants:

Complete an internal application and submit it to Human Resources

##### External Applicants:

Email your resume to: [applymp@hexagonlincoln.com](mailto:applymp@hexagonlincoln.com) OR mail your resume to:

Hexagon USA Holdings, LLC  
Attn: Manager, Talent Acquisition  
5150 NW 40th Street  
Lincoln, NE 68524