

Position Title	Field Service Manager
Category	Field Service
Job#	2019023
Company	BPES
Location	Andover
Date Posted	5/28/2019
Type	Full time

Critical Process Systems Group (CPS) is a group of manufacturing and design companies providing innovative product solutions to the semiconductor, life science, chemical processing, gas systems, wastewater, mining, power generation and other industries. We provide a broad range of products & services including liquid, chemical, and gas storage, blending, and delivery control, pre-fabricated high purity process utility modules, corrosive fume exhaust duct, and airflow control devices. With the breadth of our product offerings and engineering capabilities we can offer broad turnkey solutions or targeted niche products depending on our customer's needs and desires.

This position is with our company **BioPharm Engineered Systems (BPES)**, which provides custom engineered process separation and fluid handling equipment for the biopharmaceutical industry. Our experienced teams of engineers and skilled craftsmen have repeatedly delivered "best in class" systems to the biopharmaceutical industry for over 25 years. Our design, engineering and management team is focused on creating custom solutions that meet the critical requirements of the biopharmaceutical industry and our clients.

SUMMARY: Field Service Manager is responsible for expanding and growing current BPES operations in Andover, MA. The Field Service Manager will also work with the field service and special projects team to grow our current market footprint and offerings to clients.

RESPONSIBILITIES:

- Work with Director of Engineering, and Production Operations Manager to continue to develop and grow field service operations group. These efforts to include assistance with marketing development (feed necessary information and content to website and sales / marketing team).
- Be the primary contact and interface for clients in the field service and special projects area.
- Culture; continue to develop and maintain a healthy customer base by providing safe, competitive, professional, quality projects and products with a focus on customer service.
- Work with CPS Process Solutions team when necessary for engineering and proposal efforts.
- Perform / Manage estimating, quoting and execution of Field Service and Custom Projects.
- Cooperate with Shop Foreman and Production Operations Manager to Leverage existing shop team to support field service efforts.
- Work with Director of Engineering and Shop Foreman to schedule resources to balance between shop and field work.
- Maintain plant required needs to successfully service clients and execute work in the shop and field.
- Work with QA/QC department to maintain all necessary training, documentation, certifications, calibrations for tools, equipment and personnel in accordance with BPE, cGMP and Industry Standards.
- Work with Business Development when necessary to support and grow client relationships and leverage opportunities for other CPS group offerings.
- Participate in weekly production meetings to coordinate shop and field work.

- Maintain a safe work environment including ensuring all proper training, documentation, pre task planning, PPE and requirements in accordance with regulatory / project requirements
- Supervision of direct reports and/or shared resources during field and shop driven service projects.

SKILLS:

- A working understanding of instrumentation, controls and pumps.
- Expert understating of BPE and cGMP requirements for the Bio-Pharm Industry.
- 10+ years of experience Project Managing complex projects in the Biologics industry.
- Demonstrated training in or working knowledge of all aspects of industry standard QA/QC procedures including material and weld inspection.
- Lean training and experience preferred.
- Fabrication experience preferred.
- Fluent with MS office / Excel / Word / Outlook
- Ability to read, analyze and interpret construction drawings, piping specifications, plumbing and piping code, P&ID's, Orthographic and Isometric diagrams,
- Ability to write reports, business correspondence, procedure manuals and effectively present information and respond to questions from groups of managers, clients and customers.
- Create estimates and proposals for work to be performed and track job cost and labor hour budgets using simple tools or reports.
- Perform all mathematical skills to perform fabrication duties, interpret variety of technical instructions and think critically and manage the scope of a project and balance managing client relationships with mitigation of financial or reputation risk to business.

EDUCATION: Engineering Degree, Licensed plumber or pipefitter in the state of MA. 15+ years process piping fabrication experience, including skid fabrication and field project experience.

BENEFITS:

Critical Process System Group offers competitive compensation and a complete benefits package that includes medical (individual and family premiums shared between employer and employee), dental and vision coverage, HSA, Day Care reimbursement, matching 401(k), life insurance, disability, holiday and paid time off.

If you are looking for a future with a company known for its inventiveness and passion for progress, look no further..... **your career is right here!**

Note: CPS and its group companies do not discriminate on the basis of race, age, religious creed, national origin, sex, marital status, veteran status and disability status, with regard to public assistance or any other protected classes.