

Field Service Technician Competencies

INFLUENCE AND PERSUASIVENESS

Explaining situations clearly: Provides clients and team members with the information they need to make informed choices about repairs

Dealing with conflict: Defuses conflict effectively without giving in or backing down; uses conflict as an opportunity to solve problems

Displays courage: Does what she/he thinks is right rather than what is convenient or safe; admits mistakes rather than trying to hide them

INTERPERSONAL

Interpersonal savvy: Displays a high degree of tact and diplomacy; builds good rapport with clients; can explain the causes of mechanical failures in a way that is informative but not accusatory

Reading others: Picks up quickly on clients' reactions; figures out where their hot buttons are and what will make them happy

Demonstrates empathy: Understands the client's problems and concerns and displays a motivation to be helpful

Accommodating to clients: Balances client's and own organization's needs to make sure that the client is satisfied

Level-headedness: Keeps cool under pressure; maintains an even temper when the client seems to be upset

Works well with supervisors: Responds to coaching; honest and respectful of supervisors

Comfort with social situations: Friendly and easy to get along with, listens well and can carry on conversations

Honest and trustworthy: Builds a reputation as a person who is consistent and direct while still seeking to be helpful

Active Listening: Pays careful attention to the client's problem and asks appropriate clarifying questions; lets the client or operator explain him/herself completely; can restate a conversation accurately

PROBLEM SOLVING

Displays insight and intelligence: Shows superior ability to identify solutions where others cannot; thinks technically but can also translate thoughts into plain language for others

Dealing with uncertain situations: Appears to be comfortable making decisions where the “right answer” is not apparent; is willing to make the call and deal with the consequences

Innovative thinker: Comes up with new ideas; generates alternatives when the usual methods don't work; solves new or unusual problems effectively

Decisiveness: Can make a reasonably good decision quickly; quick, confident decision maker; not prone to over-thinking or making decisions timidly

Prudent decision making: Thinks through decisions carefully, ensuring that important information is gathered before making a decision; takes his/her time to make sure that the decision is correct

Adaptable and flexible: Likes working on new problems; can apply equipment knowledge and mechanical skills to unusual or novel situations

Improving work processes: Can simplify complex processes to get things done more efficiently

Develops technical knowledge: Possesses and maintains knowledge of the equipment with which s/he will be working; learns new things quickly and can apply the knowledge on the job

Documenting actions and results: Writes reports of actions taken in a clear, concise way that the client and the office understand easily

ORGANIZATION AND TIME MANAGEMENT

Staying on task: Keeps focused on important activities; moves quickly from one job to the next

Personal organization: Keeps truck and workspace at client site organized and clean; knows where tools and equipment are; keeps track of tools and equipment despite repeated unloading and reloading

Managing the schedule: Determines how long a repair will take and sets/changes other appointments accordingly; anticipates problems and adjusts schedule to compensate

Multi-tasking: Can stay focused on several activities at the same time and switch between tasks quickly

Follows rules and regulations: Ensures that s/he understands the organization's rules and follows them consistently

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