LABORATORY OPERATIONS

Field Service Coordinator

JD NUMBER	REVISION	FLSA STATUS
JD-GEN-12	**Rev 1 · 2026-06-21**	**Non-Exempt**
REPORTS TO	**PAY GRADE**	**LOCATION**
Laboratory Manager	**S2**	**Phoenix, AZ — this is a scale role for future hiring as FCI's on-site calibration program grows**
SUPERVISES		
None		

POSITION SUMMARY

The Field Service Coordinator manages the end-to-end logistics of FCI's on-site (field) calibration program, coordinating scheduling, equipment deployment, technician dispatch, and field report processing to ensure field calibration work is executed on time, within the accredited scope, and with complete documentation. This is a scale role positioned to support FCI's growth into recurring on-site service contracts and multi-day field deployment programs. The Field Service Coordinator works closely with the Laboratory Manager, Senior Calibration Technicians, and Customer Service Representative to translate customer site visit requests into executable field service orders.

ISO/IEC 17025:2017 Alignment	Clause 6.3 — Ensures field calibration sites meet environmental condition documentation requirements and that technicians record site conditions per the field service procedure; Clause 6.4 — Manages the field equipment kit inventory, calibration status, and transport/handling controls for portable reference standards; Clause 7.1 — Reviews field service work orders for scope-of-accreditation compliance before technician dispatch; Clause 7.8 — Verifies field calibration reports are complete before submission to the Laboratory Manager for authorized signatory review; Clause 7.11 — Maintains field service records (work orders, site condition logs, field certificates) in MET/TEAM.
FCI Quality Program	Maintains the field equipment kit calibration due-date log; ensures field kit standards are recalled and re-calibrated before deployment on customer engagements; confirms each field work order references only services within FCI's current accredited scope; logs field service reports in MET/TEAM and routes them to the Laboratory Manager for authorized signatory review; participates in internal audits as auditee for the field service process.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Receive, review, and process incoming field service requests from the Customer Service Representative or directly from customers; confirm scope-of-accreditation compliance, site access requirements, and equipment readiness before generating a field service work order in MET/TEAM.
- Build and maintain the field service calendar — schedule technician dispatch, travel, and on-site work durations for all active field service contracts; coordinate with the Laboratory Manager to assign appropriately authorized technicians to each engagement.

- Manage the field calibration equipment kit inventory — maintain a calibration due-date log for all portable reference standards in field kits; initiate recall and re-calibration POs for field kit standards approaching due dates; verify received traceability certificates before returning standards to the field kit.
- Coordinate all field deployment logistics — vehicle or rental reservations, PPE kit preparation, customer site access badge requests, customer-specific safety orientation documentation, and packing/labeling of equipment per field service packing procedures.
- Provide field technicians with complete pre-deployment packages — work orders, customer contact information, site-specific safety requirements, applicable calibration procedures, and field environmental monitoring forms.
- Track field technician status during multi-day deployments; confirm daily job progress against the work order item list and provide updated ETAs to the Customer Service Representative and customer contacts.
- Receive completed field service reports from returning technicians; perform a completeness check (instrument list, environmental condition records, reference standard identifiers, technician signatures) and route to the Laboratory Manager for authorized signatory review and certificate generation.
- Coordinate field service invoice generation with the AR/AP Technician — submit completed field work orders with billable item summaries after authorized signatory certificate approval.
- Maintain the field service customer database — track recurring on-site service contract renewal dates, customer site contact lists, site-specific entry requirements, and preferred technician assignments.
- Identify field service performance trends (on-time rates, scope-of-accreditation gaps, recurring instrumentation types) and report findings to the Laboratory Manager for capability planning purposes.

REQUIRED QUALIFICATIONS

- Associate's degree or higher in Business Administration, Operations Management, or a related technical field; or 3+ years of service coordination or dispatch experience in a technical services, field service, or laboratory environment.
- Minimum 2 years of experience coordinating technical field service, mobile calibration, or equipment dispatch operations.
- Demonstrated ability to manage concurrent schedules, multi-technician dispatches, and equipment logistics with accuracy and timeliness.
- Proficiency with scheduling, LIMS, or field service management software; MET/TEAM experience is a plus.
- Strong written and verbal communication skills for coordinating with customers, field technicians, and internal stakeholders.
- Familiarity with calibration or metrology laboratory operations and ISO/IEC 17025:2017 documentation requirements is strongly preferred.

PREFERRED QUALIFICATIONS

- U.S. military PMEL or TMDE field-team experience — strongly preferred.
- Prior experience supporting an ISO/IEC 17025-accredited laboratory's field calibration program.
- Familiarity with freight logistics (LTL, crating, instrument case management) for sensitive precision equipment.
- Experience with MET/TEAM work order management and field report administration.
- Understanding of scope-of-accreditation compliance concepts for field-deployed laboratory services.
- Experience with government, aerospace, or industrial customer on-site service contract administration.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily office-based coordination work. Occasional participation in field equipment kit staging, including lifting and moving portable calibration equipment cases up to 50 lb. Valid Arizona driver's license may be required for occasional site visits.
Work environment	Climate-controlled office environment; periodic access to the calibration laboratory for field kit inspection and staging. Occasional visits to customer sites as a non-technical observer. Customer sites may include industrial, aerospace, medical, or government facilities with site-specific safety requirements.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature _____ **Date** _____

Printed name _____