



**Position: Field Service Supervisor**

**Location**

- PDI maintains its corporate headquarters in Cleveland (Solon), OH.

**Outlook**

- Pile Dynamics, Inc., a growing company headquartered in the greater Cleveland area, is the largest manufacturer of foundation dynamic testing equipment in the world.
- The pile testing industry is a specialized field in which PDI is the industry leader in terms of knowledge, skill, innovation and size due to its unique history and connection to some of the founders of modern dynamic testing. Since the 1970s this testing sector has been growing consistently and PDI with it.
- PDI is dedicated to pursuing excellence in quality assurance methods by providing quality products with quality service for the deep foundation industry. PDI understands itself as developing the next frontiers in deep foundation testing technology and practice.
- PDI maintains a small firm attitude despite the fact that it has global sales. This allows for a collegial and positive atmosphere despite the challenges of its cutting-edge technology and work schedule.
- PDI has a network of sales representatives spread from the Far East to South America to Australia.
- The products improve the quality assurance of deep foundations on jobsites in over 100 countries throughout the world.

**EEO Statement**

- Pile Dynamics, Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to sex, race, color, national origin, age, religion, marital status, military service, or any other characteristic or trait protected by federal, state, or local law.

**Diversity, Inclusion and Connectedness Statement**

- Pile Dynamics' commitment to diversity and inclusion are an integral part of our company values. We believe that attracting, developing, and retaining employees that reflects the diversity of our customers is essential to our success. PDI's inclusive culture is the result of our commitments, our collaboration, and our inspiration to grow.

*This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities and duties.*

## **Position Summary**

The Field Service Supervisor leads and develops a team of field service technicians to deliver exceptional customer support, ensure efficient field operations, and maintain high-quality standards for PDI's products and services. This role is responsible for operational planning, resource allocation, and performance management while serving as a key point of contact for customers. The Supervisor drives continuous improvement in service delivery, ensures technician readiness through training and coaching, and collaborates cross-functionally with Production, Engineering, and Sales to support business objectives and customer success globally.

## **Responsibilities**

- Supervise, coach, and develop Field Service Technicians to ensure high performance and engagement
- Manage employee scheduling, workload balancing, and time-off requests
- Plan, prioritize, and assign daily/weekly field service activities, including rentals, customer repairs, new product builds, and field assignments
- Respond to customer inquiries via Freshdesk, phone, and email with professionalism and urgency
- Review and approve technician expense reports and service documentation
- Monitor service workload and adjust resources to meet deadlines and customer expectations
- Ensure proper utilization and readiness of rental equipment (PIR, SQUID, SHAPE)
- Deliver training, demonstrations, technical presentations, and field-test results to customers
- Travel domestically and internationally to customer sites for support, troubleshooting, and training as needed
- Schedule and execute quarterly training for field service staff on all relevant products

## **Required Qualifications/Experience/Education**

- 3+ years of field service, technical support, or related experience
- 1-2+ years of leadership or supervisory experience (or demonstrated team leadership)
- Strong mechanical aptitude and working knowledge of electronics/software systems
- Proven ability to manage multiple priorities in a fast-paced environment
- Excellent communication, interpersonal, and customer-facing skills
- Strong organizational and problem-solving abilities
- Experience leading field-based or remote teams preferred
- OSHA 10 certification or willingness to obtain
- Experience with CRM/ticketing systems (e.g., Freshdesk)
- High School Diploma or GED is required
- Associate's or Bachelor's degree in Engineering, Construction Technology, or related field (optional but helpful upgrade)
- Valid passport and ability to travel internationally

## **Physical Requirements**

- Heavy lifting required. Need to be able to lift upwards of 50 – 75 pounds.
- Manual dexterity to operate office equipment. Requires extended periods of standing, walking, and sitting.
- Normal or corrected vision and hearing to normal range.

## **Level of Supervision**

- This position reports directly to the Operations Manager
- Proactive interaction with the Logistics and Operations, Sales, Production and Engineering departments.

## **Earnings & Benefits**

- This is a full-time, salaried position with an annual bonus component
- Medical insurance (Option 500 or HSA plan)
- Dental and vision insurance
- Voluntary/Supplemental: Accident, Short-Term Disability and Voluntary-Term Life Insurance
- 100% coverage of Group-Term Life Insurance, Long-Term Disability and Accidental-Death-and-Dismemberment (AD&D) Insurance

- Paid vacation, sick and holidays
- 401(k) match
- Employee Stock Ownership Plan (ESOP) enrollment after 1+ years of service