

FIELD SERVICE REPRESENTATIVE IN ITALY

JOB DESCRIPTION:

EURES Agenzia Piemonte Lavoro is seeking a Field Service Representative for an important German Group, based in Italy, that maintains the integrity of the group registered mark by conducting factory inspections and safeguarding on-going conformity of products bearing the mark of the group.

These are your tasks:

- Conducting factory inspections at authorized factories (remote and on-site). Selecting representative product samples to audit; determining if sample complies with all applicable standards and Certification report; reviewing quality control and testing documentation.
- Preparing Factory Inspection Reports (FIR), Initial Factory Evaluation (IFE) reports, and consumer product evaluation reports to document inspection findings per procedures and work instructions.
- Reviewing previous FIRs to determine if previous deviations have been corrected.
- With supervision, determining satisfactory corrective action and time frame to implement the changes; determining if non-compliance merits stop shipments, re-investigation or removal of mark and taking appropriate action.
- Maintaining contact with clients by following up, providing information, and responding to inquiries.
- Keeping current on new services available and communicating these to clients as necessary and assisting clients with making changes to their records (address, company name, etc.).

SKILLS:

- Electrical, Mechanical or Chemical Engineering or Associates Degree
- Licensed Electrician with related experience
- Bachelor's Degree in Engineering
- +2 years' experience (industry related experience will be an asset)
- Ability to work remotely and independently (Home office)
- Strong-effective communication skills
- Strong conflict resolution skills to be able to handle difficult situations
- Ability to read and interpret engineering drawings and test data
- Usage of calibrated measurement instruments, high voltage test equipment, hand tools
- Ability to manage multiple inspection files and changing schedules and deadlines with supervision
- Working knowledge of laboratory instrumentation, as well as general laboratory procedures as they relate to performing factory inspections
- Good communication skills in English (oral and written) Knowledge of an additional European language welcome



- **Ability to travel as needed and/or with short notice (up to 75%) nationally and internationally**
- **PLACE OF WORK:** Italy (different locations in Center South Italy - Bologna – Firenze – Pisa - Rome – Rimini), **ability to travel as needed and/or with short notice nationally and internationally (up to 75%)**

WORK CONDITIONS:

- An interesting and highly varied job
- Possibility of remote working and flexible working hours
- Fitness & health program for a relaxed balance to the daily work routine
- Company pension scheme
- Permanent employment and a secure job for the years to come
- Benefit package

HOW TO APPLY:

If you are interested in this position, please e-mail your CV & Cover Letter **in English** to eures.recruiting@agenziapiemontelavoro.it before 30/11/2025.

