



## Job Description



**Job Title:** Field Service Engineer

**Location:** Elk Rapids Engineering  
Elk Rapids, MI

**Reports to:** Service Manager

### General Summary

The Field Service Engineer will play a pivotal role in the future success of the company by servicing through deterministic practices, the machine install base.

### Responsibilities

- Establish working relationships with current foreign and domestic customers to better service the Star product line.
- Identify and troubleshoot a wide range of problems typically found on a CNC machine tool.
- Complete a vast training schedule in order to come up to speed quickly and efficiently on the Star brand of CNC tool and cutter grinders.
- Answer questions and provide effective phone support while in house to support our customer base.
- Review, evaluate, and suggest areas within production where formal documentation and/or assembly practices need to be created. Bring back and summarize important continuous improvement ideas from experiences in the field.
- Assist in the assembly, startup, and testing of the machine tool line in order to maintain the production schedule and keep critical tasks moving forward.
- Travel 40% - 60%

### Knowledge and Skills

- Strong mechanical and electrical skills.
- Ability to communicate clearly with management and customers.
- Strong work ethic with a focus on customer service.

### Education Requirements

- Engineering Degree preferred but not a requirement.

### Experience Requirements

- 5+ years in a manufacturing/service environment.

Please submit resume to:

Star Cutter Company  
Human Resources Department  
756 Aulerich Rd.  
East Tawas, MI 48730  
[Recruiting@starcutter.com](mailto:Recruiting@starcutter.com)