

Automotive Field Service Engineer/Technician - Job ID 11500

Plymouth, MI

Removal Date: August 25, 2016

ROUSH Performance is the first specialty-vehicle company to combine race-proven technologies with advanced automotive engineering. The result, a unique mix of street car and race car...IS a **ROUSH** car.

As technology and design continue to evolve, so does the **ROUSH Performance** line of vehicles, parts and crate engine offerings. **ROUSH Performance Products** is committed to leveraging the latest in automotive and motorsports technologies to continually provide our customers the ultimate driving experience - the perfect combination of race car and road car.

We are focused on performance, driven by technology, and committed to success. Yes, we love our cars, but our people drive us to the forefront of industry.

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Roush has an immediate need for an Automotive Field Service Engineer - Technician with a solid mechanical background and strong customer service skills. The Automotive Field Service Engineer - Technician would interface with customers on a regular basis both on the phone and in person remotely. Our ideal applicant will have a strong ability to listen to customers with an emphasis on relating to concerns and providing appropriate and well-timed responses. A qualified Automotive Field Service Engineer - Technician will also be: well organized, task oriented, able to demonstrate strong follow through, and a strong technical understanding. This position is based in Plymouth, Michigan.

Qualifications:

- High School diploma with 2 or more years of experience in the automotive field or Associate Degree with 1 year of experience in the automotive field
- Experience in troubleshooting late-model engine drivability concerns
- Proficient with OBD scan tools and Ford IDS
- Must have valid driver's license and clean driving record
- Must be willing and able to travel up to 75% when needed
- Able to demonstrate proficient computer skills and use of MSOffice programs
- Able to prepare written technical reports
- Field Service / Automotive Technician must have excellent verbal and written communication skills
- Demonstrate professionalism and interact with all levels of employees and with customers

Preferred Skills:

- ASE Certified
- Bi-Lingual speaking a plus
- Experience operating a technical hotline
- Experience as an electrical mechanic or a dealership mechanic
- Experience in classroom instruction, presentation skills and hands-on training delivery

To apply, please visit the Roush careers page by clicking on this link: <http://careers.roush.com>

Our benefits include: medical, dental, vision, life insurance, LTD, 401K, tuition reimbursement, paid vacation, and paid holidays.

Visit our website: www.roush.com

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~CB~

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