



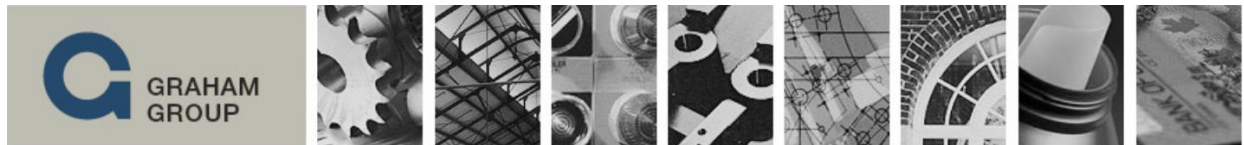
GRAHAM ENGINEERING

JOB DESCRIPTION

Title: Field Service Engineer (FSE)
Reports to: Quality & Service Manager
Location: York, PA
Date: October 2016

Background:

The Graham Group acquired majority interest in American Kuhne in October 2012 followed by Graham Engineering Corporation's acquisition of Welex in June 2013. Together, Graham Engineering Corporation, American Kuhne and Welex create a convergence of leading technologies, people & capabilities in extrusion.



Over half a century ago, industrial entrepreneur Donald C. Graham founded a design engineering firm in a farmhouse basement in central Pennsylvania. From this emerged several leading, global manufacturing businesses spanning packaging, capital equipment and building products industries. As of year-end 2011, the legacy operating businesses that share the Graham heritage collectively operated in more than 90 locations worldwide and generated approximately \$3.5 billion in annual revenues. In more recent years, this alliance has grown to include several substantial, independent investment management businesses also holding the common Graham legacy. Based in York, PA, a tenured team of operating and investment professionals actively oversee several of the legacy operating businesses that bear the Graham name, as well as an investment management business managing assets exceeding \$1.25 billion.

About Graham Group (www.grahamgroup.com)

A Company with Three Strong Brands:



The global standard in wheel & industrial extrusion blow molding solutions™

With more than 400 solutions installed in customer locations in 20 countries, Graham Engineering Corporation (GEC) is the global standard in wheel & industrial extrusion blow molding solutions. GEC technology is known worldwide for quality, reliability, and productivity. GEC offers package design, development & plastic processing expertise along with monolayer, multilayer & barrier extrusion blow molding equipment & technology upgrades. With the flagship Graham wheel, leading accumulator head technology & bottle machinery, GEC systems produce billions of plastic containers of all shapes & sizes, industrial & automotive parts each year.

About GEC (www.grahamengineering.com)



The preferred provider of engineered solutions for plastic, rubber & silicone extrusion™ *Custom is our standard™*

Specialized in solving customer challenges, American Kuhne (AK) is the preferred provider of engineered solutions for plastic, rubber & silicone extrusion. AK solutions comprise standard and custom single screw extruders, feed screws, extrusion systems & specialized turnkey systems for medical tubing, laboratory, narrow web, pipe, tubing & profile systems. Beginning with the customer's application & applying decades of processing expertise along with in-house screw design, each AK solution is designed to meet exacting specifications. It is then manufactured & tested by an experienced team of professionals & supported throughout its life with parts & service.

About American Kuhne (www.americankuhne.com)



The global standard in high performance sheet extrusion solutions™

Welex is the global standard in high performance sheet extrusion solutions. With over four decades of leadership, innovation and performance, Welex leads the industry with solutions installed in more than 3,000 customer locations in 69 countries. Welex innovations include co-extrusion and multi-layer methods that lead the industry as well as dozens of barrier lines installed globally. Each Welex solution is designed, manufactured, commissioned and supported throughout its life by an experienced team of professionals. Welex continues to evolve its solutions in an increasingly competitive global market creating a new standard by reducing capital and operating costs, resulting in accelerated return on investment with a trusted brand.

About Welex (www.welex.com)



Current Products:



- Extrusion Blow Molding
- Rotary Wheel
- Shuttle & Shot Pot
- Accumulator head

- General purpose extruders
- Medical tubing solutions
- Screw design

- Sheet extrusion solutions
- Multi-layer & barrier

Position Summary:

The Field Service Engineer (FSE) is the integral liaison of GEC customer business operations. The FSE position is critical in maintaining good customer relations and key to executing our philosophy of quality and customer service.

- Verify and qualify the customer product to the product specification. Validate the customer's requirements/ specifications and ensure quality at both GEC and the customer facility using combined knowledge of the machine, materials used and the customer specifications.
- Responsible for providing customer satisfaction for everyday customer issues
- Provides technical solutions to customers during installation / warranty or life cycle management
- Diagnose technical problems, executes implementation of defined solution which supports the sales of services through recommending parts, service, and new machine purchases as appropriate to the customer

Role Responsibilities and Priorities:

1. Works independently at customer locations; effectively utilize technical authority to respond to situations within customer operations; make judgment calls regarding the \$1M-\$5M highly sophisticated equipment (sometimes multiple pieces) and its operation within the customer's facility. Play a key role in the internal customer and on-site acceptance of the system.
2. Serve as the on-site primary contact for customers with regard to the machine and the customer's operations. Consult with the customer about their requirements, auxiliary equipment and the



layout of the area prior to installing the machine. Maintain customer relationship through ongoing inquiries and needs regarding the machine and its production and operation.

3. Train customer personnel in the operation, maintenance and safety features of the machine and how it relates to the specific use and operations of that particular plant.
4. Use discretion and independent judgment to determine justification of warranty validations considering future revenue ramifications based on limits assigned by Manager.
5. Perform all electrical, pneumatic, processing, and mechanical troubleshooting and resolve any issues during the start-up process and customer related service calls.
6. Record on-site problems, and drive the customer issue escalation process through the Service Manager, Engineering and Management.
7. Responsible for loading all systems software, establish microprocessor communications, and set-ups machine drives with pre-set parameters and adjustment as required to establish final required drive performance
8. Travel to customer sites as required, approximately 70% of time, and at times with minimal notice.
9. Write assembly, adjustment, and machine start-up procedures.
10. Manage, distribute and file field reports; identify and categorize opportunities for internal enhancements.
11. Visit customer locations to determine additional services, spare parts, equipment needed, or safety issues relating to the operation and condition of the equipment
12. Meet with customers, Sales and Engineering to lend advice on projects during the conceptual design process.
13. Generate ECN's to improve machine or system functions
14. Alert internal support team of reoccurring issues, trends and opportunities for improvements
15. Maintain good housekeeping and follows safety rules/policies in-house and at customer locations.
16. Perform all other duties as assigned.

Job Qualifications include:

Education:

- Bachelor's degree in Engineering or equivalent experience preferred
- Fluent in English
- Spanish / French / Chinese appreciated

Experience:

- Minimum of (5-7 years) of engineering, assembly or processing experience
- Advanced knowledge of plastic processing equipment

Competences / Specific knowledge:

- Technical: Advanced technical knowledge and experience of Graham equipment processes and applications, required
- Behavioral:
 - Ability to work independently with autonomy and authority; to use discretion in making decisions based on individual circumstances.
 - Ability to lead and motivate; work under rigorous circumstances
 - Ability to combine technical, sales and project management skills



- Good organizational skills
 - Good verbal and written communication; ability to communicate across all levels of organization
 - Work at all times with unquestionable integrity
 - A strong commitment to Graham Engineering values
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Direct reports: None

Travel required: extensive

Dominant Physical Requirements & Essential Job Functions:

- This position requires a high degree of mobility to assemble and repair machines.
 - Must be able to effectively utilize a variety of hand and power tools, computer peripherals, climb ladders and lift up to 100 lbs.
 - Significant travel required.
 - Must be extremely mobile to attend various meetings, assist customers and meet with individuals on the production floor.
 - The incumbent must be able to effectively communicate with employees at all levels within the organization, as well as customers and vendors.
 - Regular and predictable attendance is an essential job function.
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