



XL Hybrids, Inc.
145 Newton Street
Boston, MA 02135

About XL:

CO2 emissions from transportation recently surpassed the power sector as the largest source of greenhouse gas emissions in the United States. Fleet vehicles account for over 25% of these emissions yet account for only ~5% of the vehicles on the road.

XL is a pioneering developer of hybrid electric and plug-in powertrains that reduce oil consumption while also providing a good financial return. Our systems are available on Ford, GM, and Isuzu vehicles, and we sell to the largest fleets in the world such as Verizon, FedEx and Pepsi.

Our fleet-ready™ electrification systems deliver cost-effective solutions that enables commercial and municipal fleets to quickly and efficiently reduce transportation fuel consumption, lower operating costs, and measure performance to meet corporate sustainability goals.

Founded by alumni of the Massachusetts Institute of Technology, we are an ambitious and rapidly growing team, with a state-of-the-art engineering facility in Boston. We are rapidly deploying our technology and are looking for high-energy, creative, and ambitious people to join our team.

At XL we offer a competitive salary, meaningful stock ownership, 401K, health benefits. Additionally, we offer a fun work environment and the opportunity to enter a high-growth startup company. We are looking for candidates who have demonstrated leadership and excellence throughout their careers but are also excited about the prospect of creating positive change for our environment through the transformation of the fleet vehicle industry.

Job Title: Field Service Hybrid Vehicle Technician

XL is seeking an experienced Vehicle Field Service Representative (VFSR) to support our growing deployment of hybrid electric commercial vehicles operating with commercial fleets across the United States and Canada.

Responsibilities

- Full-time position split between XLH's Boston office or a regional home office, and outside partners and locations
- Average 75% travel (varies from 25% to 100% travel per month)
- Travel onsite to third party locations to diagnose and troubleshoot hybrid subsystems, and perform onsite vehicle repair and hybrid component installation work

- Support quality assurance activities and tracking
 - Document repair work using XL Hybrids cloud-based data system, issue Repair Orders, and issue RMA requests
 - Track metrics on service activities
 - Conduct quality control on assembly, service and product fitment during field visits – communicate potential issues back to Engineering
- Assist in building/refining process around technical service documentation
- Assist with parts RMA process, and designing and implementing technical training methodology
- Assist in analyzing customer fleet data to understand vehicle usage and potential service concerns
- Assist with vehicle prototype installs/service, and serial production installs/service
- Train future vehicle service technicians at both XLH and outside providers
- Support Ford Qualified Vehicle Modifier (QVM) program development and related OEM vehicle quality management programs
- Contribute content to configuration controlled documentation:
 - Service manuals
 - Technical service bulletins
 - Service quality sign-off procedure
 - RMA process
 - Installation guide
- Candidate will report to the Manager, Customer Service

Additional Responsibilities based on experience/interests

- XL Hybrids is a dynamic, growth business, so joining our team means that you will have a wide scope of work and responsibilities that may shift with rapidly growing areas of the business.

Minimum Qualifications

- BS degree with additional formal or OEM automotive service training
- Minimum 5 years, direct or related, automotive technician experience
- Minimum 5 years of customer relations in the automotive or heavy vehicle industry
- Experience providing formal and informal technical training
- Ability to independently carry out job assignments
- Electric vehicle high voltage experience or training (XLH can provide training)
- Experience creating and refining technical documents: service manuals, technical service bulletins, field reporting
- Excellent teamwork skills while working under pressure
- Motivated, eager to face new challenges provided by an emerging technology product company
- Ability to manage multiple tasks
- Proficient computer skills (general PC, internet, and network use; MS Office use)
- Must be able to work full time split between a regional home office and partner locations throughout the U.S. and Canada

Preferred Qualifications

- ASE Certifications desirable
- Experience performing electrical repair and assembly work
- Experience building and repairing wire harnesses and cables
- Experience constructing and debugging test fixtures
- Experience supporting engineering development work
- Mechanical and electronics fabrication skills (machinery fabrication tool use, soldering, heat treatment, circuit board build and debug)
- Experience using electronic test equipment
- Comfort with integrated circuitry

Contact: please send your resume to careers 'at' xlfleet.com with "Field Service Hybrid Vehicle Technician" in the subject heading