

# Job Description



**Job Title:** Service Technician  
**Reports To:** Operations Manager  
**Business Unit:** Hobart UK Service

**Purpose of Job:** Responsible for supporting the Operations Manager in a technical capacity to deliver expected levels of service to the Region's customers and provide a technical, maintenance and repair service for a broad range of catering equipment such as dishwashers, ware-washers, ovens, mixing machines, food, and beverage preparation etc.

**Deliverables of the role include, but are not limited to:**

- To carry out the following activities at customer's premises: -
  - (a) Repairs and servicing on a "call out" basis, including some evening and weekend working.
  - (b) Planned contract maintenance and repairs
  - (c) Warranty checks and repairs
  - (d) Installation of new equipment when required
- To correctly diagnose faults and ensure the most effective solution.
- To manage van stock effectively and to order and account for spare parts as necessary.
- To correctly complete all associated paperwork (including Permit to work, Risk Assessments, Gas Safety documentation, PPM sheets) on a daily basis.
- To use electronic timesheets on PDA device keeping an accurate log of working time, time in transit, on and offsite.
- To liaise with Dispatcher to ensure the most productive and effective use of time.
- To attend meetings and training courses that may be required when necessary.
- To maintain the service vehicle, keeping it clean, tidy and in roadworthy condition at all times.
- To present a professional image of the Company, maintaining good customer relations and maximising sales opportunities whenever appropriate.
- To work co-operatively and effectively with colleagues.
- To observe all Company and Statutory regulations relating to Health and Safety, Food Hygiene and use of Company vehicle.
- Conduct yourself in a safe manner and support the company Enterprise Strategy to achieve our target of zero medical treated and lost time accidents; to support our company wide safety culture



- Any other reasonable responsibilities as requested by the Operations Manager.

**Key Skills and Attributes:**

**Essential**

A recognised electrical qualification such as.

City and Guilds

NVQ Level 2 minimum

Armed Forces training will be considered

Or:

If no formal qualifications exist, then five years minimum industry experience is required. Industry experience should include an ability to demonstrate that manufacturer training and assessment has been received.

from.

Convotherm

Rational

Falcon

Winterhalter

Meiko

**Desirable**

A recognised gas competence such as.

Gas Safe accreditation/Construction Skills Award in essential gas safety

City & Guilds (with a gas related competence)

NVQ level 2/3 (with a gas related competence)

Accreditation with CEDA an advantage

Effective Communication Skills

Ability to build good customer relationships

Self-motivated and willingness to work ('can do attitude).

Ability to work on own initiative.

Flexible/Adaptable

Presentable

Basic IT Skills

Technicians will ideally located within 45 to 60 minutes commuting distance of the team area.

**Refrigeration Technician**

**Essential**

City & Guilds 2079 F-Gas qualification is required, and minimum of 3 years industry experience is essential.

**Reward & Benefits**

25 days annual leave plus bank holidays\*

Sovereign health care cash plan

Optional private use of company vehicle

Cleaning allowance



Performance related bonus.

Opportunity to earn commission on successful Tech leads for contract sales

Enhanced pension scheme where you have a choice of contributions detailed below.

| Employee | Employer  |
|----------|-----------|
| 3%       | 7%        |
| 4%       | 8%        |
| 5%       | 9%        |
| 6%       | 10%       |
| 7%       | 11%       |
| ....%    | 11% (max) |

Permanent Health Insurance up to 75% of Salary

Up to 6 x Life Assurance

Employee Assistance Programme

Free Wellbeing App (Thrive)

