

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.
Responsible for: N/A

Position Responsibilities

The Service Technician's role includes but is 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.
- Other appropriate duties as assigned by management
- Collaborate with the internal process to ensure best practice and legal compliance is achieved and continuously improved to minimise risk to the business performance and reputation.
- 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.
- All activities are to be carried out in accordance with all company policies and procedures as set out in the Company Handbook and elsewhere including policies regarding: Equal opportunities, anti-bribery, health and safety, data protection/GDPR and information security.

Key Skills and Attributes

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



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.

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

Development

Development within the company in this or other roles will be dependent on the commercial needs of the business and the personal ability and drive of the job holder.

Acknowledgment

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. By signing below, you are agreeing that you have received a copy of this Job Description:

Line Manager Signature	Employee Signature
Printed Name	Printed Name
Date	Date

