

# 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.

#### **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 be 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.



