

JOB SUMMARY

Job title: Field Service Engineer

Reports to: Service Manager

Location: Ipswich

JOB PURPOSE:

To carry out routine maintenance and repairs to long/short term machines and customers owned equipment. Ensuring best practice with quality and professionalism are met at all times and to maintain customer satisfaction.

CORE ACTIVITIES:

- Proceed to customer's premises as advised, report to the customer's contact, locate equipment, diagnose fault, once the fault has been diagnosed inform Service Coordinator and the customer of the approximate time of completion. Rectify any faults as required by the customer, ensuring that the machine is left operating in a safe condition, and that the work has been carried out to the customer's satisfaction.
- To carry out routine maintenance as directed ensuring that all necessary service parts are available prior to attending customers site, all quoted work to be highlighted by liaison personally with the customer.
- To liaise directly with the customers whilst on site to endeavour to obtain their agreement to proceed with any follow up repairs or other work that may be required following a service or repair, to obtain a valid purchase order number where necessary authorising such a repair. It may be necessary to provide verbal estimates in conjunction with the Service Manager/Supervisor.
- To keep non-recoverable and unnecessary travel time to a minimum by:
 - Liaising and communicating with Service Control Department.
 - Proactively participating in planning workload.
 - Establishing/maintaining appropriate level of van stock/tooling (in conjunction with the Service Supervisor and/or any other Manager)
- To submit detailed and a correctly completed Parts Requisition or when making requests by phone provide sufficient information as may be required to enable parts to be obtained accurately and in a timely manner.
- To work mostly without supervision by using your own initiative, in a safe manner as laid down by the Health and Safety at Work Act, advising your Manager if you need assistance.

- Ensure that Coordinator/Supervisor is kept informed of your activities and the estimated time required to complete any work so that they can plan the workload of Service Department and update the customer accordingly.
- Ensure that your van tooling and spares stockholding is maintained, and van kept clean and tidy both inside and outside to a known standard.
- To ensure that any defective tooling or equipment is brought to the immediate attention of the Depot Manager.
- Project a positive image of yourself and Impact Handling to the customer at all times, always wearing your Impact Handling uniform ensuring that it is cleaned to a known standard and ensure you drive company vehicles courteously at all times and respect other road users.
- Ensure that all Service Reports and documentation is completed properly before leaving site, obtain customers signature on Job Sheet always.
- Ensure that all documentation including completed Job Sheets are sent into the Service Office immediately on completion and hard copies handed in weekly or when requested and that Time Sheets are sent to the branch daily.
- Ensure that all overtime is authorised and matches Time Sheet/Job Sheet declaration.
- Ensure that you take every opportunity to maximise on repairs to customer trucks, always acting with integrity.
- Ensure fork lift trucks are serviced to the standards as directed by the manufacturers recommendations.
- Be proactive in your approach when maintaining fleet trucks ensuring that all repairs are carried out in a timely manner, minimising costs when possible.
- Attendance at Internal/External training courses at other locations to meet with Business and Health & Safety requirements.
- To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability.