

JOB DESCRIPTION

JOB TITLE: Field Service Engineer (Tier 3)

DIVISION: Service

LOCATION: Field based – Reside in Oxford, Swindon, Reading

REPORTING: Area Manager

JOB PURPOSE:

The job exists in order to support the customer in maintaining vehicle wash equipment in line with contractual terms within a geographical patch.

ACCOUNTABILITIES:

- Field Service Engineers will be responsible for servicing and maintenance of all the company's full range/contracts where we are committed to maintain the equipment to optimum service levels. This will include attending all breakdowns and repair both mechanical and electrical faults.
- Install equipment as instructed to the company's standards and commission and handover in line with the company's work instructions
- Carry out chemical top up as instructed by the Service Desk in accordance with the relevant work instruction and completing the appropriate paper work.
- Carry out reclaim servicing and bay cleans as and when required.
- Any other duties requested by the Line Manager or Operations Administrator.

KNOWLEDGE / SKILLS / EXPERIENCE:

Essential:

- To have an understanding of mechanical plant operation and electrical systems and to demonstrate this through work experience.
- Have good interpersonal skills to communicate with both customers and internal staff.
- Be able to work on own initiative and the ability to work to a high standard of work.
- Demonstrate that you have a good understanding of meeting customer needs and experience of being the face of the company.
- Experience of using different customer portals for the logging in/out of jobs with the use of a pda device.

Desirable:

- Formal qualification of mechanical and electrical engineering
- Experience within the car wash industry.

PERFORMANCE MEASURES:

- Performance statistics as set by your Line Manager that will include machine recalls, first fixes and in line with an individualised Continuous Development Programme (CDP).
- Parts ordering statistics as set by your Line Manager.
- Customer feedback with regards to quality standards and customer audits.
- Ad-hoc inspections of work from the Area Service Manager to ensure that standards are met.

- Compliance with all Work Instructions and Health and Safety.
- Good levels of communication with your Line Manager and Service Desk Administrator.

CONTRACTUAL TERMS:

Package:

- Basic annual salary of £28,244.00 with expected OTE of £30K dependent on individual performance
- Basic salary paid on following working hours (includes premium rates for weekend working, i.e. Sat at 1.5 and Sun at 2.0):

Monday to Friday – base of 9hrs per day (45 hrs pw)

Working 1 in 3 weekends – base of 8hrs on a Saturday and 8hrs on a Sunday (pre –paid within the basic salary)

- Paid from home to home
- Approved overtime paid during the week as first hour at time and then at time and a half
- Approved overtime paid on Saturdays at time and a half over and above 8 hours once core hours have been achieved
- Approved overtime paid on Sundays at double over and above 8 hours once core hours have been achieved
- Monthly individual performance bonus up to £2000.00 per annum
- Annual company performance bonus entitlement after 1 year of employment
- Company van that can be used for private use (HMRC taxation will apply)

- Holiday scheme of 20 days rising to 25 days per annum plus an 8 day allowance in respect of public and bank holidays
- Health cash plan and shopping portal discount scheme
- Work place pension scheme – statutory rules apply