

# Service Engineer

## Job Description & Person Specification

---

**Stannah**

Function: Engineering

Reports to: Field Service Manager/Field Repair Manager

### **Purpose**

To carry out call-outs, planned maintenance and repairs on all types and manufactures of Stairlift, Micro-lifts and goods lifting equipment.

### **Key Responsibilities**

#### 1. Engineering:

- You will work throughout the Branch area, but will also assist our Engineers in other areas covered by the branch, as and when required to do so.
- Attend maintenance and call out visits on stairlifts.
- Carry out minor repair work.
- Participate in our 24 hr call out rota covering the whole of our Branch region.
- Manage your own service route with the minimum supervision.

#### 2. General:

- Carry out responsibilities in a safe and proper manner both for self and for the well-being of others.
- Ensure a high standard of quality, delivery of service, and customer care is maintained.
- Mentor and coach Engineer Mate/Trainees.
- Ensure the company vehicle is kept clean and tidy at all times.
- Appropriate PPE will be provided and its use is mandatory and any loss or defect must be reported and replacements obtained.
- Ensure you have the essential van stock at all times by liaising stores person.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Management function.*

### **Relationships**

#### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

#### External

External agencies including suppliers and customers.

## **PERSON SPECIFICATION**

### **Skills and Experience**

- Experience in the maintenance/call out on all types and manufactures equipment.
- Excellent mechanical and electrical engineering knowledge.
- A well developed understanding of best in class customer service.
- Experience of liaison with external customers.
- Excellent communication - verbal and written.

### **Personal Attributes and Behaviours**

- High levels of self-motivation, self-managing and tenacity to deliver tasks/project.
- Ability to establish good working relationships, at all levels, both internally and externally, as and when required.
- Ability to work individually as well as part of a team.
- Be able to operate calmly and effectively.
- A positive and constructive approach to problem solving using experience gained within the industry.
- Safety conscious approach to working.
- Demonstrates methodical and precise engineering work ethic.
- A personal commitment to the values of the Stannah Group, to deliver on promises and demonstrate that we care.

### **Education and Qualifications**

- Must be qualified to a minimum NVQ level 2 in Lift Engineering
- Preferably have experience in the maintenance/call out on all types and manufactures equipment.
- Some computer knowledge is an advantage as you will be required to use a mobile comms to log all calls and customer information.

You will also complete suitable training to enable you to work to our policies and procedures as well as any additional training required to meeting the client's specific construction site requirements.

You will demonstrate a commitment to your personal development.