###### Job Description

**Job Title: Field Service Engineer**

**Division: phs Wastekit**

**Reports To: Field Service Supervisor**

###### Purpose of Role

Service Engineers are responsible for servicing and maintaining recycling equipment on a reactive and scheduled basis. They will work towards achieving their own targets as well as customer SLA’s. Service Engineers are regularly trained to ensure our customers receive the highest standards or work. Service level agreements (SLA’s) are agreed and set with our customers and must be achieved. Service Engineers will work closely with the Service Desk, Operations Centre Manager and Field Service Supervisors to ensure an efficient and safe delivery.

###### Customer Service

* To liaise with the call controllers and Field Service Supervisor’s to provide the best service to the customers.
* The engineer is expected to help plan their daily work to maximize customer service, achieve the highest standards and productivity using electronic and verbal communications as appropriate.
* The engineer should always try and take ownership of engineering issues so that the customer is provided with good service.
* Engineers are expected to achieve targets set by their Field Service Supervisor and be aware of all customer service level agreements and aim to adhere to them always.
* Maintain confidentiality and discretion always.
* Carry out any reasonable task deemed necessary.
* May be required to work out of area during periods of varying workload volumes and during engineer shortages which can require overnight stays.
* Always carry your ID and any Health and Safety accreditation (cards) when at work.

###### Records and Documentation

* To accurately and clearly complete all paperwork and electronic data as required by Wastekit or the customer according to the company procedures.
* Accurately record time, parts used and any other details either electronically or manually as required.
* Prompt action should be taken to ensure replacement parts are acquired to replenish van stock or parts specially ordered to return to a breakdown being mindful of any customer SLAs.
* Pass on any new business leads to sales department.

## Skills/Knowledge and Qualifications Required

* Shall have good fault-finding and diagnostic skills
* To be able to understand hydraulic and electrical circuit diagrams.
* Will be able to show and apply sound knowledge of mechanical, electrical and hydraulic principles
* Can use and understand various electrical and hydraulic test equipment
* Be aware of the Company’s procedures and adhere to them always.
* To pass on any technical knowledge that may help other engineers.
* Use good engineering practice and standards always.
* Update engineering knowledge when able.
* Always use cost effective but safe measures to carry out tasks.
* Can work with the minimum of supervision.
* To complete a Train the trainer course
* To deliver training to our clients on all supplied machines
* To attend meetings and training courses as required by your Field Service Supervisor.

###### Standards

* Comply with all requirements in the Work Instruction for Engineer Responsibilities.
* Comply with instructions given by Field Service Supervisors, Managers and Directors.
* To maintain and use company issued equipment and vehicles in a safe manner and according to PHS Group policies.
* To take responsibility for the safe keeping of stock and be accountable for stock balances.
* To keep accurate records (using stock usage sheets and or electronic recording as appropriate) of when and where the stock is used.
* Ensure correct uniform is worn and kept in clean condition and always use PPE when it is required.
* Any documentation which is required to be returned to the office is done so in time.
* Vans should be kept clean, tidy and maintained as per MFM-02 Commercial Vehicle Transport Policy and appropriate care taken of PPE, tools and stock.

###### Desirable Knowledge and Qualifications

* Ideally from a service engineering, electrical or hydraulic background with an ability to demonstrate the skill of fault finding and repair.
* City & Guilds in electrical and mechanical engineering.
* Competent in the use of electrical and hydraulic test equipment.
* A sound knowledge of single and three phase electrical equipment and hydraulic circuits.
* A mature disciplined approach and good personal administrative and customer care skills.
* 17th edition electrical regulations/City & Guilds electrical and mechanical engineering.