

<b>Job title:</b>	Field Service Engineer
<b>Department:</b>	Aftermarket
<b>Reports to:</b>	Richard Pearson
<b>Responsible for:</b>	N/A
<b>Location:</b>	Aldridge
<b>Hours of Work:</b>	45
<b>Closing date:</b>	

### Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. All employees of our organisation are asked to represent our core values in all their business dealings, and candidates are required to demonstrate their understanding and commitment to representing these values. Our core values are Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



### Job Purpose:

To carry out servicing and repair to a range of chassis and vehicle mounted municipal equipment at both customer premises and within Company workshops.

- To carry out repairs & servicing to HGV's and associated mounted municipal equipment
- Job Management
- Quality & customer satisfaction
- Health & Safety

### Main Duties and Responsibilities:

*To carry out repairs & servicing to HGV's and associated mounted municipal equipment*

- Diagnosis of faults on chassis and mounted equipment
- Repair and servicing to a high standard
- Preparation of vehicle for MOT inspection
- Compliance with DOT specifications where appropriate
- Fault diagnosis through computer aided software
- Ensure jobs are completed to company standards and instructions



### *Job Management*

- Work at customer and company premises as well as in other areas
- Use of PDA software for immediate logging of all work completed including signing in and out at the end of the working day
- Attend at planned and variable times and arrive punctually to promised company and customer commitments
- Working overtime at short notice and travelling long distances as and when required
- Working with minimum amount of supervision especially at customer premises
- Maintain good housekeeping practices at customer premises and in DE workshops
- Completion of work in a timely and efficient manner
- Ensure that any additional required work is logged and authorisation obtained from Supervisor to proceed
- For chargeable work ensure completion to Company quotes or refer to Supervisor for advice
- Attend product training in all related subjects to enhance skills and knowledge as required

### **Quality & Environmental Responsibilities:**

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

### *Quality & Customer Satisfaction*

- General compliance with Company procedures in support of our ISO9001 accreditation
- Maintain quality of work at all times within ability and skill set
- Request assistance when task is outside ability, skill level or training experience
- Ensure repairs are completed to customer requirements
- Customer care – use all reasonable endeavours to provide the best possible service to our customers
- Complete fully all required records and documents and ensure their return to the Service Centre

### *Health & Safety*

- Responsible for personal Health and Safety both on Dennis Eagle Ltd sites and customer premises and when travelling to and from work locations
- Subject to any and all Health & Safety procedures, especially in respect to other persons in the vicinity
- Subject to and/or following suitable training, to be able to carry out own risk assessments of work and ensure safe working practices are being carried out at all times
- Ensure that all daily duties are carried out in accordance with Company published H&S procedures
- Use the appropriate Personal Protective Equipment (PPE) at all times and ensure that it is serviceable or replaced
- Highlight possible areas of risk and assist / report any potential hazards
- Assist managers in occasional Health & Safety audits when on customer sites
- Undertake Health and Safety training as required

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Dennis Eagle Ltd is an equal opportunities employer and we welcome applications from all candidates.

If you have any queries or would like to apply for the role, please contact Alice Walden [alice.walden@dennis-eagle.co.uk](mailto:alice.walden@dennis-eagle.co.uk)



Criteria	Essential / Desirable
<b>Knowledge</b>	
• 5 Years experience in maintenance and repair of RCV's or similar equipment	E
• Experience of both body and chassis maintenance and repair	E
• Proven knowledge of good health and safety practices	E
<b>Experience</b>	
• Held a customer facing role for 12 months	D
• Previous service engineer or customer facing role	D
• Held a supervisory role	D
• Proven knowledge of existing base and vehicles	D
• 1 + years experience of working for a comparable company to DE	D
<b>Education / Qualifications</b>	
• Current PLG licence	E
• Year 3 C&G training or equivalent	E
• Clean current PLG licence	D
• HGV Licence	D
• Full DE Product training	D
• Health and Safety Qualification	D
• Health and Safety Course – Job related product training	D
<b>Job-related skills &amp; abilities</b>	
• Proven Diagnostic skills	E
• Understanding of electronics	E
• Able to read wiring diagrams	E
• Able to read hydraulic diagrams	E
• Basic IT skills	E
• Basic administration skills	E
• Good communication skills	E
• Experienced in electronics and hydraulics	D
• Intermediate IT skills and qualifications	D
• Ability to write formal reports on technical issues	D
<b>Other requirements</b>	
• Ability to work under own initiative	E
• Good customer service ethos	E
• Professional Image	E

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Employee name \_\_\_\_\_ Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Manager name \_\_\_\_\_ Manager signature \_\_\_\_\_ Date \_\_\_\_\_

