

<b>Job title:</b>	Field Service Engineer
<b>Department:</b>	Aftermarket
<b>Reports to:</b>	Service Centre Manager
<b>Responsible for:</b>	n/a
<b>Location:</b>	To cover Kent area
<b>Hours of Work:</b>	45 hpw, 9 hours per day, Monday to Friday
<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. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



### Job Purpose:

To carry out the repair, maintenance and servicing of customer vehicles at both customer premises and within Company workshops, ensuring all work undertaken is in accordance with company quality levels.



### Main Duties and Responsibilities:

#### Servicing and repair

- Diagnosis of faults on chassis and mounted equipment
- Repair and servicing to a high standard
- Preparation of vehicles for MOT inspection
- Compliance with DOT specifications when 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 & 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 site Health & Safety procedures, especially in respect of 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

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

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

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

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



Criteria	(E)ssential / (D)esirable
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<b>Knowledge</b>	
• Commercial vehicle repair and servicing	E
• Using a Fleet Management system or Workshop IT system	E
• Working knowledge of vehicle technology systems	E
• An understanding of compliance and associated Health & Safety requirements	E

<b>Experience</b>	
• Previous experience in a similar role	E
• Maintenance and repair of RCV's or similar vehicles	E
• Experienced working on electric vehicles	D
• Body and chassis maintenance and repair	E
• Writing formal reports on technical issues	E

<b>Education / Qualifications</b>	
• NVQ, City & Guilds, or equivalent Level 3 qualified in Heavy Vehicle Service and Maintenance, or time served	E
• Completed an apprenticeship in the HGV industry	D
• IRTEC qualification	D
• Trained to inspect vehicles to DVSA standards	D
• Volvo Tech Tool trained	D
• Allison transmission trained	D
• HGV class 2	D

<b>Job-related skills &amp; abilities</b>	
• Proven diagnostic and fault finding skills	E
• Understanding of electronics and hydraulics	D
• Ability to read and understand wiring diagrams	E
• General level of computer literacy and administration	E
• Customer service	E
• Ability to problem solve and work under own initiative	E
• Ability to communicate with others effectively	E

<b>Other requirements</b>	
• Monday to Friday, 45 hrs - Flexible	E
• Overtime as and when required, ability to cover a callout rota	E
• Ability to enter/exit bodies and hoppers. Occasional heavy lifting required.	E
• Ability and willingness to travel throughout the UK when required	E
• Must supply own comprehensive tool kit	D

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.



Employee name \_\_\_\_\_

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

Manager name \_\_\_\_\_

Manager signature \_\_\_\_\_

Date \_\_\_\_\_

