

Job title:	HGV Technician
Department:	Aftermarket
Reports to:	Service Centre Manager
Responsible for:	Repairs and Maintenance of vehicles presented to the workshop
Location:	Bexley
Hours of Work:	45
Closing date:	TBC

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:

Deliver excellent customer service along with quality and customer satisfaction whilst maintaining customers vehicles to the highest standard and following general compliance with company procedures.

Ensure all daily duties are carried out in accordance with published company H&S procedures.

Ensure repairs are completed to customers' requirements.

Ensure all timesheets and jobs sheets are correct and punctual.

Main Duties and Responsibilities:

Ensure repairs and servicing is conducted to a high standard (VOSA Standards)..

Preparation of vehicles for MOT (Carry out quality Checks).

Compliance with Department of Transport specifications when appropriate.

Ensure jobs are completed in a timely and efficient manner, ensuing any additional work that is required is identified and completed.

Enter all appropriate information is entered into DE computer systems.

Ensure jobs are completed to company standards and instructions.

Ensure vehicle maintenance is conducted as per schedule

Carry out Body and Chassis repairs as necessary.

Maintain regular communication internally in a professional manner.

Maintain good house keeping practices at customer premises and in DE workshops.

Ensure authorisation is obtained for any chargeable prior to work being undertaken and quotation builder used if required.

Carry out any reasonable request by Management.



Quality & Environmental Responsibilities:

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

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



Criteria	Essential / Desirable
Knowledge	
• <i>Excellent Knowledge and experience of commercial vehicle service and repairs</i>	E
• <i>A good understanding of compliance and Health & Safety</i>	E
• <i>Understanding of workshop IT systems</i>	D
Experience	
• <i>Trained and certified to work on electric vehicles</i>	D
• <i>Trained to work on HGV or RCV to a desired DVSA standards</i>	E
• <i>Ability to compile associated job paperwork that is clear and concise</i>	E
• <i>Able to carry out welding repairs</i>	D
• <i>Trained to inspect vehicles to FTA / DVSA standards</i>	D
Education / Qualifications	
• <i>Formal Heavy Vehicle Qualification C&G or Equivalent</i>	E
• <i>Car Licence</i>	E
• <i>CODED Welding</i>	D
• <i>Current HGV Licence</i>	D
Job-related skills & abilities	
• <i>Customer Care</i>	E
• <i>Communication skills</i>	E
• <i>Ability to work within small team</i>	E
• <i>Good Administration skills</i>	E
• <i>Ability to work on own initiative</i>	E
Other requirements	
• <i>Adaptable</i>	E
• <i>Well Organised</i>	E
• <i>Ability to work well under pressure</i>	E
• <i>Ability to be Flexible to suit workshop requirements</i>	E

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 _____

