

<b>Job Description</b>	<b>Regional Field Service Engineer Team Leader (Scotland)</b>
<b>Reporting To</b>	Northern Regional Field Service Engineer Team Leader
<b>Duties</b>	<ul style="list-style-type: none"> <li>➤ To provide operational and managerial leadership over all Field Service Engineers in designated Service Area (Scotland)</li> <li>➤ Be point of management contact and the control of complaint escalations from customers within designated Service Areas (Scotland)</li> <li>➤ Responsible for ensuring all Service delivery meets both contractual and customer expectations within designated Service Area.</li> <li>➤ Responsible for positive customer relationships including regular Service Review meeting as and when appropriate.</li> <li>➤ Continually ensure engineer skill sets and coverage are appropriate for the demands of the designated Service Area.</li> <li>➤ Provide hands on support and engineer cover.</li> <li>➤ Regular liaison with centrally based Regional Customer Controller and Technical Support staff.</li> <li>➤ Carry out and complete staff reviews, discussions and where necessary and disciplinary meetings when required.</li> <li>➤ Deputise for Northern Regional Field Service Engineer Team Leader if required.</li> <li>➤ Ensure Metric Group Limited is the supplier of choice to our customers through brand advocacy and superior customer service at all times.</li> <li>➤ Drive continual improvement and operational efficiencies at all times.</li> </ul>
<b>Required Attributes</b>	<ul style="list-style-type: none"> <li>➤ Ability to build and develop close working relationship with clients and colleagues.</li> <li>➤ Superior and pragmatic problem solving and complaint management skills.</li> <li>➤ Ability to lead Service Review meetings, capture appropriate notes and use such meetings to grow a positive Client- Supplier relationship.</li> <li>➤ In depth knowledge of all of Metric's products is essential. Ideally from a service engineering background.</li> <li>➤ Ability to use MS Outlook, MS Excel, essential. MS Word and MS PowerPoint are desirable.</li> <li>➤ A full, clean UK driving licence is essential.</li> <li>➤ Ability to travel and stay away at short notice.</li> <li>➤ Customer-focused attitude and able to work to tight deadlines.</li> <li>➤ Ability to work on own initiative whilst remaining part of a Service Delivery Team.</li> <li>➤ Able to carry out effective training and mentoring.</li> <li>➤ Ability to communicate appropriately at every level from Field Engineer, to Customer, and to Senior Management.</li> <li>➤ Be a Company Advocate</li> </ul>

<b>Health &amp; Safety Statement</b>	Under the Health & Safety at Work Act each individual has a legal responsibility for their own welfare and for the health and safety of others. Any queries you may have relating to health & safety matters should be raised in the first instance with your manager or Human Resources.
<b>Equal Opportunities Statement</b>	Metric is an Equal Opportunities Employer and will promote regardless of sex, sexual orientation, marital status, disability, religion, beliefs, colour, race, nationality, gender reassignment, ethnic or national origin.  Our aim is to ensure that no job application or employee received less favourable treatment or is disadvantaged by employment conditions or requirements which cannot be shown to be justifiable.

Employee Signature .....

date .....