



# JOB DESCRIPTION

Title	<b>Field Service Engineer</b>
Reporting To	Regional Field Service Engineer Team Leader
Overall Description	To provide a reactive repair and maintenance service to customer sites
Main Duties	<ul style="list-style-type: none"> <li>To provide a responsive emergency repair service</li> <li>To respond to service calls allocated by the Metric Group call centre</li> <li>To provide support outside normal working hours occasional at short notice.</li> <li>Individual responsibility for maintaining a high level of customer satisfaction</li> <li>Perform preventative maintenance as defined by the Contract Manager in the most economical manner</li> <li>Ensure that each service report sheet and any associated paperwork is satisfactorily completed and posted to Head Office at the end of each working day</li> <li>Individual responsibility for ensuring stock levels are adequately maintained</li> <li>Advise Service Support Manager of any problem that could compromise Metric Group Limited's commitment to Customer satisfaction</li> <li>Individual responsibility for the security of Customer machine keys used in the course of any work undertaken</li> <li>Responsibility for maintenance and presentation of assigned company vehicle</li> <li>Promoting a positive image to Customers</li> <li>Be prepared to wear a Company uniform (General dress code smart casual)</li> <li>Other service related duties as required by your Manager</li> </ul>
Person Spec	<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>Willing to work out-of-doors, in all weathers.</li> <li>Numerate and literate, with good written and spoken English.</li> <li>Understanding and ability to work to tight deadlines and set procedures.</li> <li>Methodical approach to technical work, with sound attention to detail.</li> <li>Team player, able to interact with colleagues, managers and customers at all levels.</li> <li>Level-headed, able to handle members of the public.</li> <li>Checkable past work record.</li> <li>UK Driving License</li> </ul> <p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>Qualification and/or experience in the repair of electronic/electro-mechanic equipment.</li> <li>Worked in a field environment previously</li> </ul>
Health & Safety Statement	<ul style="list-style-type: none"> <li>Under the Health &amp; 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 &amp; safety matters should be raised in the first instance with your supervisor, your manager or a member of Human Resources Department.</li> </ul>
Equal Opportunities Statement	<ul style="list-style-type: none"> <li>Metric Group Ltd 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.</li> <li>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.</li> </ul>

Employees Signature..... Date.....