

JOB DESCRIPTION

Title	Field Service Engineer
Overall Description	To provide a reactive repair and maintenance service to customer sites
Main Duties	<ul style="list-style-type: none"> • To provide a responsive repair service • To respond and resolve service calls allocated by the Metric Group service management software, or staff, in an effective and quality manner • To provide support outside normal working hours occasional at short notice • Individual responsibility for maintaining a high level of customer satisfaction • Perform preventative maintenance in the most economical manner • Ensure all service activity is recorded fully and correctly within the Service Management application within expected timescales • Ensure stock levels are adequately maintained and are accurately reported • Advise line management of any problem that could compromise Metric Group Limited's commitment to Customer satisfaction • Take individual responsibility for the security of Customer machine keys used in the course of any work undertaken • Responsibility for maintenance and presentation of assigned company vehicle • Promote a positive, professional image of Metric Group Limited to customers and others • Be prepared to wear a Company uniform (General dress code smart casual) • Other service-related duties as required by Metric Service management
Person Spec	<p><u>ESSENTIAL</u></p> <ul style="list-style-type: none"> • Willing to work out-of-doors, in all weathers • Numerate and literate, with good written and spoken English • Understanding and ability to work to tight deadlines and set procedures • Methodical approach to technical work, with sound attention to detail • Team player, able to interact with colleagues, managers and customers at all levels • Level-headed, able to handle members of the public • Checkable past work record. • UK Driving License • Be a Company Advocate • <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Qualification and/or experience in the repair of electronic/electro-mechanic equipment. • Worked in a field environment previously
Employee Benefits	<ul style="list-style-type: none"> • We give all our employees 25 days annual leave plus all bank holidays and access to our pension scheme. • As an added extra we give you your birthday day off

	<ul style="list-style-type: none"> • As a Metric employee you will have access to huge discounts at hundreds of very popular stores such as <i>Adidas, IKEA, Asda, ASOS, B&M Bargains, Five Guys, Homesense</i> & many more. • You have the benefits of an OnDemand GP service 24/7, not just for you but your family can also benefit from this outstanding service. • We also offer an excellent 'Cycle to work scheme' available for all employees – a cost-effective way to acquire a bike. • Free Telephone or face-to-face counselling sessions if you ever need someone to talk to as well as inhouse Mental Health Champions within the business who are fully trained to help you when life gets a little tough. • Gym & Health Club Discounts
Health & Safety Statement	<ul style="list-style-type: none"> • 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 supervisor, your manager or a member of Human Resources Department.
Equal Opportunities Statement	<ul style="list-style-type: none"> • 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. • 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.

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