

## **JOB DESCRIPTION**

**Department:** Service

**Job Title:** Field Service Engineer

**Reports To:** Service Operations Manager

Salary is negotiable dependent on capabilities and relevant experience.

### **Significance of Role**

To complete locksmith/safe engineering work to ensure that customers are satisfied and company service targets are met.

### **Main Duties and Responsibilities**

#### *Locksmith Work*

- Open, replace and repair locks and relevant components for all types of doors in order to provide customers with a professional security service.
- Inform the Service Team when a job requires extra work from site. Identify and requisition the parts to facilitate the earliest completion date and liaise with the Stores Supervisor if unsure of parts.
- When on call, complete the work the same as for a normal day whenever possible to avoid unnecessary return visits.

#### *Safe Servicing Work*

- Ensure the security of the safe is maintained by changing the lock and/or resolving faults or issues reported by staff.
- Identify any faults and check the safe meets relevant insurance requirements.
- While on site, if relevant, advise the Service Team that insurance levels are not being met in order to maintain quality control.

#### *Preferred / Non-Essential Skills*

- Open safe whilst ensuring minimum damage. Non-destructive entry where possible.
- Repair safe to high standard to ensure safe is working to the standard required.
- When a safe is beyond repair inform the Service Team in order that a solution is provided for the customer and survey site for new install.

#### *Job Completion*

- Prior to starting work on a job, collect customer paperwork and if it is not available seek advice from the Service Team to ensure the proper authorisation is in place.

- Check the job is totally complete with the correct number of keys supplied etc. and ensure the relevant paperwork is completed to facilitate the invoicing process, including logging on and off of customer systems.
- Before leaving site, contact the Service Team to advise them and to relay information regarding any relevant codes.
- Following an on call visit, ensure the relevant information is passed on to the Service Team at the earliest possible opportunity.

#### *Stock and Vehicle Care*

- Take responsibility for stock issued and complete quarterly stock checks and return in accordance with the set procedure.
- Ensure stock items are kept in their original packaging, key codes are not separated from their boxes and items are kept in the correct bins in the van to minimise loss and damage.
- Return all removed items from site in order that they can be refurbished or disposed of correctly.
- Complete a full Engineers' Report for items under warranty and those specified on the Stock List in accordance with the laid down standard.
- Ensure the van exterior is kept clean and levels of fluid, tyres, lets etc. are kept in working order.
- Report any defects and inform the Director of Service and Stores or the Assistant to Director of Finance when a service is due to minimise risk of the van being out of order.

#### *Customer Relations*

- Build customer rapport; be polite and professional to ensure customer retention.
- Act as a representative for the Company and ensure your personal presentation and customer interaction reflects the Company's values.
- Provide the customer with relevant information or advice (e.g. the anticipated date of a return visit) after the Service Department has agreed the proposed communication.

#### *Head Office Liaison and Teamwork*

- Establish effective communication and a good working relationship with the Service Team.
- Complete and return timesheets, expense claims, key code cards etc. in accordance with the laid down procedure.
- Attend meetings, training sessions etc. as required to facilitate two-way communication.

- Take advantage of the training and advice available to continuously develop your personal technical skills and to ensure that the Company attains a high skill level capability.
- Keep the relevant Service Team member advised of any day-to-day issues to ensure problems are addressed immediately or escalated if appropriate.
- Actively participate as a member of the Service Team and assist other members as appropriate to ensure the overall effective operation of the Department.

*Other*

- Fulfil additional, relevant tasks appropriate to the role and business requirements.

*Employee requirements*

- Education – Education to GCSE levels in English and Maths, Qualified Locksmith and preferably a Qualified Safe Engineer.
  - Ideally have experience of working in as a Locksmith/Safe Engineer or related field, but full training is provided.
  - Skills – Excellent communication skills both written and oral, full driving licence.