

Citizen Machinery UK Ltd

JOB TITLE

Service Engineer

REPORTING TO

Service Manager

JOB PURPOSE

To enable the company to:

- Efficiently install customers' machines so that they operate to specification within the shortest possible period of time.
- Provide an efficient and cost effective warranty repair service.
- Maximise opportunities to generate revenue from chargeable repair work.

RESPONSIBILITIES

1. To carry out machine installations for customers as required by the Service Manager.
 - All electrical, electronic and mechanical work involved in installing and setting up the machine to manufacturers specifications.
 - Liaising with customer's staff to ensure co-operation and availability of all services and facilities needed to complete the installation.
 - Liaising with the Service Manager to ensure the availability on site of all ancillary equipment needed to complete the installation.
 - Following Citizen Machinery UK's Health & Safety procedures, and all additional Health & Safety procedures relating to the installation site.
 - Testing the operation of the installed machine to the satisfaction of the customer.
 - Reporting to the Service Manager and to customers' staff as appropriate.
 - Liaise where appropriate with any Applications Engineer assigned to the customer to ensure a consistently high standard of service to the customer. To study the features and functionality of new models and to attend manufacturers' training course as required ensuring that a high standard of technical support is available for all new machines from the date of their launch.
2. To carry out warranty repair work as required by the Service Manager.
 - Assessing the nature of the problem and its cause(s) and confirming that it falls under the term of the machine's warranty.
 - Identifying all replacement parts required and ensuring that these are promptly ordered.
 - Fitting all replacement parts in accordance with the manufacturer's specification.
 - Checking the operation of the machine to confirm that it meets with the manufacturer's specification.
 - Checking the operation of the machine to confirm that it meets the customer's satisfaction.
 - Following Citizen Machinery UK's Health & Safety procedures and all additional Health & Safety procedures relating to the installation site.
 - Reporting to the Service Manager and to customers staff as appropriate.
 - Carry out annual maintenance checks in accordance with agreed schedules, reporting to both the customer and to the Service Manager on any warranty or chargeable service work required.

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- Liaise where appropriate with any Applications Engineer assigned to the customer to ensure a consistently high standard of service to the customer.
3. Carry out chargeable service work as required by the Service Manager.
- Assessing the nature of the problem and its cause(s) and agreeing the time/cost involved with the client and the Service Manager.
 - Identifying all replacement parts required and ensuring that these are promptly ordered.
 - Fitting all replacement parts in accordance with the manufacturers specification.
 - Checking the operation of the machine to confirm that it meets the customer's satisfaction.
 - Following Citizen Machinery UK's Health & Safety procedures, and all additional Health & Safety procedures relating to the installation site.
 - Reporting any serious problems encountered to the Service Manager and to customers' staff as appropriate.
 - Liaise where appropriate with any Applications Engineer assigned to the customer to ensure a consistently high standard of service to the customer.
4. In addition to all of the above, the Job Holder must be prepared to carry out any other task that the company deems reasonable.