

# **Citizen Machinery UK Ltd**

## **JOB TITLE**

Service Engineer (Northern Home Counties)

## **ABOUT THE ROLE**

Our UK field service team has built a reputation for going that extra mile to provide the support that makes us leaders in our industry. You will be a key member of that team, primarily covering the north of England from your home base. Your work will be challenging and varied, and sometimes long hours will be required, but you will seldom be required to work over weekends. Citizen Machinery UK Ltd also supports Citizen dealers and customers in The Republic of Ireland, Scandinavia, France, Spain, Italy, Portugal, Israel, and South Africa and although your job will be UK focused there could be some opportunity for overseas travel.

You will be driving a fully funded high quality company car, and working on machines that are recognised as being the best around.

Although working remotely from our base in Hertfordshire, you will never be short of support both from our office based team and your field based colleagues round the country. We hold regular company meetings and training sessions to keep you up to speed with the latest technical developments.

In addition to your basic monthly salary you will be paid a monthly bonus for every machine installed in the UK during the previous month – regardless of whether you have been personally involved in the installation. There is also an annual team bonus based on the service revenue generated by the company.

Read on for the full job description.

## **REPORTING TO**

You will report to the Service Manager based in our Bushey Head Office

## **THE MAIN PURPOSE OF THE JOB**

The job is there 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.

## **YOUR SPECIFIC RESPONSIBILITIES WILL INCLUDE**

1. Carrying 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.
    - a. Testing the operation of the installed machine to the satisfaction of the customer.

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- b. Liaising with any Applications Engineer assigned to the customer to ensure a consistently high standard of service to the customer.
2. Carrying out warranty & chargeable repair work as required by the Service Manager.
  - Assessing the nature of the problem and its cause(s) and confirming whether or not 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.
3. In addition to all of the above, you should be prepared to carry out any other task that the company deems reasonable.

### **SKILLS/EXPERIENCE/APTITUDE REQUIRED**

- Sound knowledge of modern CNC metal cutting tools
- Experience in electrical and mechanical servicing and maintenance
- Clean driving licence
- Willing to travel extensively in the UK (staying away from home), and occasionally overseas
- Good written and verbal communication skills
- Able to apply initiative to solve customers' problems whilst following company policies and procedures
- Willing to commit to a long term career

### **LOCATION**

Home based ideally in Northern Home Counties

### **SALARY & BENEFITS**

- Excellent basic salary according to skills and experience
- Fully funded company car
- Contributory pension scheme
- Life and Income protection insurance
- A company committed to long term career growth