

# **Citizen Machinery UK Ltd**

## **JOB TITLE**

Service Technician

## **REPORTING TO**

Service Manager

## **JOB PURPOSE**

To enable the company to provide an efficient and cost effective machine maintenance and installation service and to support the service team in responding to breakdowns / repairs

## **PRIMARY RESPONSIBILITY**

1. To carry out machine servicing at customers as required by the Service Manager.
  - All electrical and mechanical work involved in servicing machines as defined in the CMSure servicing programmes and to the correct factory specifications.
  - Liaising with customer's staff to ensure co-operation and availability of items needed to complete the servicing.
  - Liaising with the Service Manager to ensure the availability on site of all ancillary equipment needed to complete the servicing.
  - Following Citizen Machinery UK's Health & Safety procedures, and all additional Health & Safety procedures relating to the specific site.
  - Reporting to the Service Manager and to customers' staff as appropriate.
  - Promote the CMSure range of servicing and warranty products and to secure additional contracts.
  - Identify and generate reasonable and sensible opportunities for increased revenue.
  - Identifying all replacement parts required and ensuring that these are promptly ordered.
  - Return back to customers to fit replacement parts identified during the servicing at a time agreed with the customer and Service Manager.

## **ADDITIONAL RESPONSIBILITIES**

2. Carry out installations as required by the Service Manager.
  - Install machines at customers' premises.
  - Install machines in Citizen Showrooms.
  - Checking machines are installed to the correct factory specification.
  - Notifying any shortages in the machine packing.
  - Testing the function and operation of machines to make sure they are safe to use.
  - 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.
3. To carry out repair work as required by the Service Manager.
  - Assessing the nature of the problem and its cause(s) and confirming whether it falls under the term of the machine's warranty or is chargeable.

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- 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.
4. Carry out Maintenance Training on machines at end users
- As part of CMSureTPM contracts, train end users to maintain machines
  - Make specific maintenance documentation for end users
  - Provide general maintenance training as required.
5. In addition to all of the above, the Job Holder must be prepared to carry out any other task that the company deems reasonable.

### **SKILLS & EXPERIENCE REQUIRED**

- A proven history / track record of working with machinery.
- Strong mechanical ability.
- Some electrical ability.
- Ability to work on own initiative.

### **ROLE DEVELOPMENT**

- Full product and servicing training will be given over an extended period.
- Develop ability to support through training in service and applications.
- Identify new ways of working, improve efficiency, reduce costs and maximise revenue potentials.
- Develop the Servicing role with a view to self-achievement and personal growth.
- Optionally this role could lead to that of a full time Service Technician or Service Engineer should the Trainee Service Technician become competent enough and confident enough.

### **EXPECTATIONS**

- It is expected that the Service Technician will be self-sufficient in their ability to undertake basic machine servicing within 6 months and more complex machine servicing within 12 months. Regular reviews will be undertaken.