

Citizen Machinery UK Ltd

JOB TITLE

Post Sales Service Technician

REPORTING TO

Post Sales Manager

JOB PURPOSE

To enable the company to provide efficient and cost effective machine maintenance and installation service with additional support to the Post Sales Department with carrying out PDI work at our Brierley Hill office.

PRIMARY RESPONSIBILITY

1. To carry out machine servicing at customer sites as required by the Post Sales Manager.
 - All electrical and mechanical work involved in servicing of the machines as defined in the CMSure service programmes and to the correct factory specification.
 - Liaising with customer staff to ensure co-operation and availability of items needed to complete the service.
 - Liaising with the Parts and or Service Manager to ensure the availability on site of all ancillary equipment needed to complete the service.
 - Follow Citizen Machinery UK Health & Safety procedures
 - Adhere to customer Health & Safety guidelines relating to the specific site.
 - Reporting to the CMSure coordinator and to customer staff when onsite as appropriate.
 - Promote the CMSure range of service and warranty products and help to secure further additional contracts.
 - Identify and generate reasonable and sensible opportunities for increased revenue.
 - Identify all replacement parts required and to ensure these are promptly ordered.
 - Return back to customer site to fit replacement parts identified during the service at an agreed time with the customer and CMSure coordinator.

ADDITIONAL RESPONSIBILITIES

2. Carry out installations as required by the Post Sales Manager, liaising with PDI Manager.
 - Install machinery and equipment at customer premises.
 - Install machines in Citizen UK Showrooms.
 - Check machines are installed to the correct factory specification following internal procedures/process.
 - Notify of any shortages in machine packing/equipment.
 - Test the function and operation of machines to make sure they are safe to use.
 - Follow Citizen Machinery UK Health & Safety procedures and all additional Health & Safety procedures relating to the installation site.
 - Report any serious problems encountered to the Post Sales Manager and to the customer contact as appropriate.
 - Liaise where appropriate with the Application Engineer assigned to the customer, to ensure a consistently high standard of service and hand over.
 - Complete all relevant documents and submit to the office – signed by the customer.

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3. To carry out repair work as required by the Post Sales Manager/CMSure coordinator.
 - Assess the nature of a problem and its cause(s) and confirm whether it falls under the term of the machine warranty period or if chargeable work.
 - Identify all replacement parts required and ensure the items are promptly ordered.
 - Fitting all replacement parts in accordance with the manufacturer specification.
 - Checking the operation of the machine to confirm that it meets with the manufacturer specification and meets with the customer demands.
 - Follow Citizen Machinery UK Health & Safety procedures whilst working onsite.
 - Report to the CMSure coordinator and to customer staff as appropriate.
4. Carry out Maintenance Training on machines at customer premises.
 - As part of CMSureTPM contracts, train customer staff on maintaining machines.
 - Make specific maintenance documentation for customers as/when required.
 - Provide general maintenance training as required.
5. Carry out PDI (Pre delivery) work on customer new machines
 - Carry out Interfacing of wiring looms, Hydraulic/Pneumatic systems as part of PDI
 - Perform electrical testing of installed interfaces and functional test on controls
 - Perform mechanical / wet test where applicable
 - Complete all PDI documentation where necessary and submit to Eclipse
 - Implement continuous improvement to PDI process / documentation where applicable
6. In addition to all of the above, the Job Holder must be prepared to carry out any other task that the company deems reasonably practicable.

SKILLS & EXPERIENCE REQUIRED

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

ROLE DEVELOPMENT

- Full product and service training will be given over an extended period.
- Develop ability to support through training in PDI, service and applications.
- Identify new ways of working, improve efficiency, reduce costs and maximise revenue potential.
- Develop personally the Servicing role with a view to self-achievement and personal growth.
- Optionally this role could lead to that of a Service Engineer should the Post Sales Service Technician reach a required level of competence.

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EXPECTATIONS

- It is expected that the Post Sales Service Technician will be self-sufficient in ability to undertake basic machine servicing within 6 months and more complex machine servicing within 12 months. Regular reviews will be undertaken.
- It is expected for the individual to be representative of the high corporate standards and ethics of the Citizen Group, in terms of conduct, presentation, punctuality, time keeping, honesty and respect towards fellow workers, suppliers and customers, both in and out of contractual working hours and on social media.