

## Service Engineer Role and Responsibilities

### 1. Role in the Team

To support our growth targets for our Service Solutions value stream we require an additional Service Engineer to work on the day shift in our Service & Repair Department.

The main focus of the role is to strip and inspect all gearboxes that come into the department and produce detailed reports for customers.

### 2. Place in the Team

Direct Manager : Service Manager

Subordinate(s) : None

### 3. Key Responsibilities and Objectives

- Strip a wide range of Renold & Non-Renold gearboxes.
- Produce detailed reports of findings.
- Assist with the current sample process - Measure and sketch samples.
- Assist with the rebuilding of gearboxes.
- Assist with on customer site visits.
- Produce customer inspection reports.
- Continuously looking to implement Service and Business improvements.
- Achieving relevant targets and KPI's.
- Adopt a flexible approach to workload and assume new responsibilities where appropriate.

#### **Communication**

- Communicate clearly and confidently with customers.
- Liaise with stakeholders and support management decisions.
- Engage interest and participation of others and have a collaborative approach to working with others.
- Promote and endorse the company culture and identity.

#### **Health & Safety**

- Comply with all health & safety requirements.
- Ensure that full co-operation is given to the Health & Safety Manager.

#### **General Responsibilities**

- Comply with all company policies & procedures.
- Take responsibility for personal development, identify training needs and request appropriate training as required.
- Deliver a seamless interface with internal and external customers as required.
- To protect the customer from receiving defective product.
- Conduct any other reasonable request associated with this job function or the smooth running of the department.

## Service Engineer Role and Responsibilities

**Note** – this Roles and Responsibilities description is a general guide to the above role and is not indicative of all the activities and functions of the job holder which vary from time to time according to the needs of the business.

### 4. Required Competencies

#### Skills & Experiences

- Be conscious of health and safety.
- Customer focused.
- Good at working with their hands and using tools.
- Organised, accurate and have attention for detail.
- Able to write reports and keep records of work.
- Work well alone and as part of a team.
- Work under pressure and meet tight deadlines.
- Good communication skills
- Good at Problem Solving.
- Competent in IT skills.

### 5. Tools for the Role

- Workwear
- If required
  - Mobile Phone

### 6. Training & Development

- Induction Programme
- Product Training
- Annual Personal Development Review (PDR)
- Annual Training Needs Analysis (TNA)
- Agreed Annual Training and Development Plan (TDP)

### 7. Reward Package

- Competitive Salary
  - 37 Hours per week.
  - 07.30 – 16.00 Monday-Thursday.
  - 07.30 – 13.30 Friday.
- 25 Days Holidays plus statutory Days.
- Renold Personal Pension Plan - Defined Contribution Scheme.