

Job Description

Job Title: Branch Service/Call-out Engineers

Report to: Branch Manager

Role Description: Working as part of the Accord Lift Services Limited (Branch) service team, your role will involve the carrying out of preventative planned maintenance and attendance to call-outs and breakdowns to all products with in the branch portfolio and area.

Main duties and responsibilities:

Management	<ul style="list-style-type: none">• Service route, to ensure all visits are completed on time, in line with customer's contractual terms and conditions.• Paperwork, Engineers are required to complete all company paperwork, Timesheets, Service Reports, Call-out reports etc, on time and accurately.
Health & Safety	<ul style="list-style-type: none">• All works must be carried out in line with company Health & Safety Policy & Procedures, to ensure own safety and the safety of others.• Accident and Incident Reporting: Engineers should inform their line manager of any accident or incident as soon as practicable.
Quality of Work	<ul style="list-style-type: none">• To undertake lift maintenance in line with Company procedures, Risk Assessments & Method Statements, and Quality Standards.• Training: Engineers may on occasion be requested to attend training courses.
Customer Focus	<ul style="list-style-type: none">• Engineer will be required to attend call-outs and breakdowns as and when necessary.• Engineers maybe required to carryout Night-Call and out of hours working duties in order to meet customer's requirements.• Customer care: As representatives of the company, Engineers are required to treat all customers professionally and with respect.

It is important to mention that engineers should be aware that wastage of time and materials is not acceptable. Regarding company property, in order for engineers to carryout their duties they will be given company property, Vehicle, Mobile Phone, Tools, Clothing etc, these should be treated with respect and not abused.

Signed.....

Dated.....