

JOB DESCRIPTION

Job Title: Service Technician

Contract Type & Hours	Type: Permeant	Location	North East – NE
	Hours: 37.5 Shifts: Monday – Friday		
Reporting to	Ryan Fox	Level	Mid-Level

Role Purpose

The Service Technician is responsible and accountable for ensuring the on-time delivery of all planned and reactive service visits for Evac+Chair International products. The Service Technician will carry out installation, repair, and preventive maintenance work, in line with company SOP guidelines and to the highest quality standards.

The Service Technician will be passionate about customers and delivering a high-class customer experience. They will have integrity and respect for customers, their premises, health and safety policies and site regulations, and adhere to them without question. They will develop collaborative working relationships with their team colleagues and the planning team, based at HQ and will respond to any requests in a timely and professional manner. With strong communications skills the Service Technician will be able to communicate to a high standard with customers and ensure the customer is always put first. They will have experience in technical product servicing and have the skills to proactively problem solve any issues, should any be encountered whilst out in the field.

The Service Technician will also be able to identify any sales opportunities and ensure this is shared with their territory buddy group. The Service Technician will also have the skills to complete the digital service report and ensure these are submitted daily, including images and any notes which are written to a high standard, as these are sent to customers for their records.

Key Roles and Responsibilities

- Planned and reactive on-site servicing using company checklists in line with company procedures.
- Installation of ECI products on customer sites.
- Planning and booking of servicing work utilising our service planning system to meet customer expectation and servicing dates.
- Utilising customer servicing and facilities management systems to ensure compliance of servicing documentation.
- Development of collaborative working relationships with the service engineer team, planning, sales, training, and customer experience teams.
- Generating leads from service visits for the sales team to follow up.
- Accurately completing and submitting all service electronic paperwork after each site visit, via tablet.
- Attend monthly service meetings via teams and quarterly meetings at Midlands Head Office.
- Monthly stock take report provided to Operations.

Working Relationships

Internal:

- Wider Technicians Wider Training Team
- Training and Maintenance (Internal) Team
- Field-based 'Buddy Group' (based upon your region) with regular interaction with –
Field-based Product Trainers
Field-based and internal sales team

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- R&D Team
- Customer Service Team
- Accounts Team

External:

- Customers
- Health and Safety Managers/ Co-ordinators
- Fire and Safety Managers / Co-ordinators

Measurement and Deliverables

- Delivery of a high-class customer experience, measured through customer feedback.
- Submission of high-quality service reports (via iAuditor), same day.
- Ontime completion and submission of administrative tasks including monthly submission of expenses, mileage, and stock take information.

Core Values Integration

Our Core Values	How you will directly contribute
Innovate	The Service Technician will develop innovative solutions to problems or challenges they encounter when delivering maintenance. They will offer innovative solutions to business processes and be an advocate for ECI. The Service Technician will embrace innovation by identifying opportunities to improve the customer experience. They will proactively share ideas and feedback that contribute to the continuous improvement of ECI's products, services and training programmes, while acting as a passionate ambassador for the ECI brand.
Collaborate	The Service Technician will demonstrate ECI's #OneTeam culture by working collaboratively with colleagues across the business, sharing customer insights, market intelligence and best practice to support continuous improvement. They will work closely with the Sales, Customer Experience and Marketing teams to identify commercial opportunities, strengthen customer relationships and help protect and grow ECI's business. As an active member of their regional, field-based Buddy Group, they will meet regularly with colleagues from Sales, Training and Internal Sales to share best practice, identify regional growth opportunities and collaborate on initiatives that strengthen commercial performance, increase brand awareness and expand the reach of ECI's products and services. They will also actively contribute to Town Hall presentations and cross-functional initiatives that support the wider business.
Adapt	The Service Technician will have the skills and experience to be able to adapt to what is required by our customers. They will be tenacious and always strive to deliver over and above to meet the needs of our customers and the business.
Deliver	The Service Technician will deliver an industry leading customer experience and ensure our customers are put at the heart of what they do, ensuring their requirements are delivered on time, and in full. They will represent ECI with professionalism and integrity, ensuring every customer receives an engaging, informative and memorable training experience that strengthens customer loyalty, generates future opportunities and reinforces ECI's reputation as the industry leader.

Qualifications, Skills and Experience

Key: E = Essential D = Desirable

Technical Requirements

E

- Minimum of two years' experience delivering PPM activity.
- Experience of problem solving
- Strong customer service skills with a genuine passion for delivering an exceptional customer experience.
- Commercial awareness, with the ability to recognise customer needs and identify opportunities that support both the customer and the wider business.

D:

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- Experience delivering PPM within the medical device, health and safety, fire safety or emergency evacuation sectors.
- Knowledge of relevant legislation relating to emergency procedures, evacuation or fire safety.

Systems Requirements

E:

- Proficient use of tablets and Microsoft Outlook.
- Proficient in Microsoft Office (Outlook, Word, Excel and PowerPoint).
- Experience using digital expense and mileage management systems.
- Confident using laptops, presentation technology and digital learning resources within a customer environment.

D:

- Experience using Joblogic software.
- Experience using Customer Relationship Management (CRM) systems.

Knowledge

E:

- Hands on technical ability able to inspect, service and repair equipment.
- Experience in a maintenance, engineering, field service or similar technical role.

D:

- Knowledge of Evac+Chair products and their safe operation.
- Knowledge of fire safety legislation, emergency preparedness and evacuation best practice.
- Understanding of Personal Emergency Evacuation Plans (PEEPs), General Emergency Evacuation Plans (GEEPS) & Residential Personal Emergency Evacuation Plans (RPEPPS)
- Knowledge of disability awareness and inclusive evacuation practices.
- Understanding of Class I Medical Devices and their associated regulatory requirements.

Qualifications

E:

- GCSE (Grade C/4 or above), or equivalent qualification, in English and Mathematics.
- Excellent written and verbal English communication skills.
- Full UK Clean Driving Licence.

D:

- Degree or equivalent higher-level qualification in a relevant discipline.
- First Aid qualification.
- Fire Safety or Health & Safety qualification.

Experience -

E:

- Proven experience delivering PPM and reactive services on customers sites.
- Field based roles covering a geographical area

D:

- Conducting services on Medical Devices.

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INNOVATE



COLLABORATE



ADAPT



DELIVER