

Customer Care Service Engineer

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Company: i4 Jobs

Location: Woolpit

Category: office-and-administrative-support

Description

Offering an excellent salary based on experience, a friendly working environment with a great team to work with, and a variety of company benefits, we have an exciting opportunity for a Customer Care Service Engineer to join our window department.

Portico GB Ltd is a leading subcontractor to the new build industry based in Woolpit near Bury St Edmunds who supply and install windows, doors, conservatories and sliding wardrobes.

Basic hours for these roles are 40 per week. An excellent remuneration package is offered.

Van will be provided.

Key Responsibilities – Customer Care Service Engineer:

Remedial/repair works on customers windows and doors to be completed in an acceptable time frame.

Deal with the initial visit and uncover the problems that exist.

Appoint your own diary on liaison with the office.

Collating and processing of client documents.

Dealing with the office on parts needed.

Complete reports of each visit accurately.

Undertake other work to which you are capable and carry out any other duties, which

may be required when service work loads are quiet.

Person Specification – Customer Care Service Engineer:

This role is ideal for an ex-window fitter/someone with experience fitting windows and doors into new build plots

Willing to travel as our sites are based all over East Anglia and the Home Counties

A CSCS Card would be an advantage

A full UK driving licence is essential (Please make us aware of any points pending)

Excellent communication and customer service skills

The ability to deal with multiple requests

Able to remain professional under pressure

Strong work ethic and a growth mindset

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