

Field Service Technician

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Company: Avenue Scotland - FALKIRK

Location: South West London

Category: architecture-and-engineering

Avenue Recruitment are seeking a Field Service Technician for our well established client.

This role is based in the SW London Area with an immediate start.

The Role

The purpose of the role is to deliver exceptional service by providing reactive support to customer warranty issues.

Main Duties

Carry out diagnostic and fault finding work on agreed products, acting in accordance with guarantee obligations

Work in alignment with Key Performance Indicators (KPIs) that prioritize high-quality customer service and accessibility.

Take ownership of your schedule to effectively prioritize customer support activities, ensuring optimal time utilization to meet customer needs. Additionally, provide support in conducting installation training for external tradespeople.

Record and maintain order-relevant data for order processing and damage registration post-service assignment completion.

Ensure a well-managed store and stocked van which portrays the right image of both company and self.

Coordinate technical assistants for joint order processing to streamline operations.

Handle escalated product-related complaints professionally and effectively.

The Candidate

A high level of product and technical understanding

Decision Making experience

The ability to listen and communicate effectively with people at all levels, and different customer types

Practical hands on (manual) working within the building industry

Ability to demonstrate an understanding of traditional and modern roof construction (pitched and flat)

Roofing related problem solving experience

Basic understanding of electrics

Face to face dealing and communication with customers

Use of IT systems to obtain and provide information

Driving License essential.

A good understanding of Health & Safety requirements and must attend the necessary Health & Safety training for the role.

Must be able to work at heights in accordance with health and safety guidance.

Must be able to undertake manual lifting in accordance with health and safety guidance.

City and Guilds carpentry and joinery or equivalent

Occasional travel may be required out with normal base location - passport desirable.

If you are interested in this position please apply via the link below or alternatively contact Jacqui on (phone number removed)

INDPERM

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