

Pacifica - Domestic Appliance Engineer

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Company: Pacifica

Location: United Kingdom

Category: other-general

Pacifica - Domestic Appliance Engineer

Pacifica is one of the UK's largest providers of outsourced support and repair of domestic appliances.

Employing over 250 fully qualified engineers, repairing over 350,000 appliance repairs every year, creating a sustainable future. As a Carbon Neutral Company, our goal is to reach net-zero carbon by 2035.

Our Purpose ; We exist to keep households running while protecting the environment.

Our Vision ; We are proud to care for our customers' appliances for a more sustainable world.

About the role

As an experienced field based domestic appliance engineer, you will be provided with the tools to win and succeed. Our field community of employed engineers are there to share best practices and to feel part of a team, creating and delivering service excellence for every customer. Every day you will use your expertise and product knowledge to diagnose and resolve issues, supported by our regional field service teams who together and independently work productively to repair our customers appliances in their homes.

You'll work collaboratively with our teams to deliver a first class service to our customers, be a good communicator with a can-do attitude, enthusiasm for problem solving and the passion to repair our customers appliances first time. You must have a minimum of 2 years' experience in the white goods repair sector and have up to date working knowledge of at least 4 of the following; washing machines, tumble dryers, dishwashers, refrigeration and cookers.

You will receive a full company induction into the Pacifica family, then you are set for a great career with us.

Powering Pacifica

Our employees are integral in achieving our vision, and our field engineers are the essential fuel powering our success.

Pacifica is powered by our People, they're at the heart of what we do. We recognise the value our people bring, that's why we consistently improve and invest in specialised manufacture training, appliance test equipment, engineer PPE and bespoke in-house easy to use engineer service software to ensure you have all the tools available to you to do your role efficiently and safely.

- We operate a City and Guilds Assured Training scheme, that will provide you if required with product upskilling, enabling you to expand your skill set
- Specialised Manufacturer Training – As a multi-brand repairer, specialised Manufacturer training is available from the leading appliance brands
- Planning team – Engineers' daily routing is planned by our Office Team, based at our Head office in the North East. Working with our regional service managers and engineers they have the knowledge and expertise to ensure your day is efficient and easy to navigate, so you get the most out of your day.
- Pre-ordering software – All our Engineers are able see their jobs in advance and pre-order the required parts, putting you in charge of your own jobs and productivity bonus scheme.
- Field and office-based support – Our engineers are supported daily by regional service managers and area service managers in the field, and by office-based service desk teams and manufacturer technical teams.

What you will receive from us

Benefits

- Competitive salary with quarterly wage increases based on performance to a maximum of £50,000 per annum, based on skill set and performance for a 40 hour week.
- Bonus scheme available to increase your earnings.
- Working 8 hour day (usually 9am-5pm), Monday – Friday.
- Pre-planned routes and drive time is included.
- Intime daily parts delivery to a designated parts collection point local close to your location.

Additional Benefits

- Company van, including air-conditioning, electric windows and car play, fuel card, uniform,

specialist tools, mobile tablet and PPE are all supplied.

- Company Pension scheme
- Private Van use (optional, subject to HMRC Tax rules)
- Up to 33 days annual holiday allowance including 8 bank holidays
- Wellbeing and fantastic work – life balance
- Excellent opportunities for progression and promotion within our business.
- Death in service benefit at 3x salary
- Company online retailer saving portal
- Complimentary MAP – (Multi Appliance Protection) for your own home appliances.
- Costa card gift cards – monthly nominations by Team Managers
- Monthly Rewards – Small tokens of thanks such as sweets delivered with your spare parts
- Van stock supplied and automatically replenished based on your personal usage.
- Daily Spare parts delivered in-time to a Bybox pickup location close to you, return of un-used parts via the same process.
- Easy to use in-house engineer software for repair visits
- No Sales targets for customer consumables
- Pre-order against your own jobs
- Specialist training

We work with a small selection of the world's leading manufacturers, including;

Manufacturers – Electrolux, AEG Zanussi, Vestel, LG, Hisense and Lamona.

Vacancies available in the following postcode areas: OX, L, PO, SG, S, WD, WN (Gas required), CH (Gas required), SN/GL (Gas required), YO (Gas required), North London (Gas required), NG (Gas required), Cardiff/Newport (gas required) and other areas also considered.

So do you have what it takes? If so, we'd love to hear from you!

IMPORTANT - You will need to hold a full UK Manual Driving Licence with no more than 6 points

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