



JOB DESCRIPTION

Job Title:	Field Service Engineer
Department/Cost Centre /Location:	0486 Service Department/Mitchell Power systems
Company / Division:	Mitchell Powersystems/Service and Repair
Reporting to:	FSE Supervisor
Main job purpose: Diagnostic troubleshooting, removal, repair, overhaul and/or installation of on/off highway and marine diesel engines/heavy duty automatic transmissions and marine gears, including all ancillary equipment/fittings.	
<p>KEY DUTIES AND RESPONSIBILITIES :</p> <ol style="list-style-type: none"> 1. Diagnostic troubleshooting, removal, repair, overhaul and/or installation of on/off highway and marine diesel engines/heavy duty automatic transmissions and marine gears, including all ancillary equipment/fittings. 2. Maintenance and completion of all necessary paperwork, reports, timesheets, expenses etc. and other administrative & QHSE related documents. 3. Responsible for familiarising yourself with and conforming to Company QHSE arrangements during the performance of your duties. 4. Assist with the progress and on the job training of new engineers and apprentices. 5. Ensure workmanship is of high quality and is maintained at the required levels of BS EN ISO 9001:2008 Quality Management BS EN ISO 14001: 2004 Environmental Management and BS OHSAS 18001 Occupational Health and Safety Management. 6. Always have the Company and the customer's best interests in mind. 7. Be prepared to work overtime on an ad hoc basis dependant on the needs of the department. 8. Work from or visit other locations under the Employer's control. These locations could be UK or worldwide onshore/onshore if applicable 9. Participate in approved training appropriate to the position. Solely responsible for keeping all product Electronic Learning status up to date and managing own training paths. 10. Responsible for ensuring all personal information and documentation is kept up to date (driving licence, passport, medical, offshore survival if applicable.). 11. Responsible for ensuring tools and equipment used on the job are calibrated and maintained in accordance with company or original equipment manufacturers guidelines. 12. Always work towards and strive for continual improvement in all aspects of the role. (I.E. self and work related processes/procedures). 13. Communicate/Liaise effectively with customer, OEM and Mitchell Diesel operational parts/service teams on a regular basis. Particularly with regards to job progress. 14. Carry out tasks or assignments as directed by the General Manager or any other reasonable request by the management of Mitchell Diesel Limited. 	

SKILLS, QUALIFICATIONS, AND EXPERIENCE REQUIRED:

1. Served a recognised electrical or mechanical apprenticeship.
2. Minimum two years' experience of similar type products in a workshop environment.
3. Capable of using appropriate tooling and diagnostic equipment.
4. Able to work on own initiative as well as part of a team.
5. Good verbal and written communication skills.
6. Good interpersonal skills to liaise with other service engineers, supervisors and management, original equipment manufacturers, supplier and customers.

LINES OF COMMUNICATION:

(Outline key contacts on a regular basis as required by the job)

SERVICE SUPERVISOR(S): - Directly responsible to Service Supervisor/Foreman (as highlighted in the current organisation chart showing all levels of responsibility).

SUBORDINATES DIRECTLY SUPERVISED: - Apprentices and all sub contract labour.

ANY OTHER DIRECT COMMUNICATION: - All Turner Group managers and any other relevant department staff. Customers, suppliers and Original Equipment Manufacturers as required throughout job progress, maintaining a professional approach at all times.

LEVELS OF AUTHORITY:

FINANCIAL: Control of personal expenses on Company Business which must be completed at the end of every job, complete with fully detailed engineer's report (within 1 working day of completion of the job).

PERSONNEL: All apprentices and sub-contract labour.

RESOURCES: Access to all staff, equipment and resources within Mitchell Diesel Limited. i.e. people, equipment and knowledge.

COMPANY VEHICLE: Use of all company vehicles authorised by the General Manager. Be aware of driver responsibility to company vehicles such as roadworthiness, cleanliness and above all company policies i.e. current tax legislation, completion of mileage records, mobile phone regulations, no smoking, no overalls and to report any accidents, damage or any involvement with the police etc.

ANY OTHER DUTIES / RESPONSIBILITIES:

1. Clean and Maintain work areas in our facilities, vehicles and those of our customers.
2. Interpret and implement technical service instruction data and manufacturer's modifications.
3. Keep customer focused and always ensure the maximum total customer care and satisfaction.
4. Maintain the high standard of production and service quality, which the Turner Group demands. Always be looking for new methods or ways to improve the service we offer.
5. Ensure effective communication at all levels; plan to always be successful. Remember that the job is not complete until the invoice is paid and the customer is satisfied.
6. Available to assist in jobs or site visits (within our/your limitations) on behalf of other Group Companies.

This Job Description should be read in conjunction with your contract/terms & conditions of employment, employee handbook, Company Operational Procedures, Quality Health Safety & Environmental Procedures, Work Instructions, and associated documentation. Copies of these documents are available from your Line Manager.

Signature: _____

Date: _____

Field Service Technician

Signature: _____

Date: _____

General Manager