



JOB DESCRIPTION

Job Title:	Field Generator Service Engineer
Department/Cost Centre /Location:	GSS – South East, South West, Midlands, North East
Company / Division:	Mitchell Powersystems
Reporting to:	Service Manager
Main job purpose:	Field based service engineer carrying out both preventative and remedial maintenance to diesel generator sets and controls on customer sites.

KEY DUTIES AND RESPONSIBILITIES :

Technical

- Carry out routine maintenance in the field on a variety of diesel generator sets
- Diagnose both electrical and mechanical faults and carry out necessary remedial repairs ensuring the work is carried out to a high quality and with the quoted guidelines
- Diagnose and repair faults on control panels which may lead to full control panel replacement
- Carry out onsite Load Banking and mains failure testing as required by our customers
- Identify and request parts for remedial and preventative maintenance with a high degree of accuracy
- Complete required training and development where required

Communication

- Complete detailed and accurate reports in line with expected standards
- Submit reports on a daily basis to a high standard and on time
- Liaise directly with customers to coordinate repairs and services
- Coordinate with the office and customer to organise hire generators when repairs cannot be carried out on critical equipment
- Maintain a regular and professional communication with the internal service team
- Participate in the on call rota to ensure our customers receive a high level of service 24 hours per day
- Be prepared to work overtime on an ad hoc basis dependant on the needs of the customer and business. This includes mid week and weekend working and occasional over night stays.
- Work from or visit other locations outside of your patched area

Commercial

- Provide sales leads and business opportunities to the sales team
- Manage your parts stock to ensure maximum first time fix levels are achieved
- Proactively generate estimates for required or suggested work following your repair or service visit
- Proactively self generate additional follow up works on each visit with customer authorisation and PO

QHSE

- Carry out work activities in accordance with internal Quality, Health, Safety and Environmental policies
- Adhere to on site customer rules, regulations processes at all times
- Ensure that you maintain a high standard of housekeeping on site
- Proactively report QHSE concerns using internal systems or via your line manager
- Complete regular online and hands on training to ensure QHSE knowledge is at required level
- Comply at all times with the company employee handbook
- Comply at all times with the company driver handbook



Key measures and metrics

- Improving first fix rate reported monthly
- Achieve productivity %
- Achieve efficiency %
- Safety observations raised

SKILLS, QUALIFICATIONS, AND EXPERIENCE REQUIRED:

- A minimum of 2 years generator maintenance experience and knowledge in the field
- Competent in using diagnostic tooling and software
- A formal qualification for mechanical and electrical would be a distinct advantage
- Able to work on own initiative as well as part of a team
- Good interpersonal skills to liaise with other service engineers, supervisors and management, original equipment manufacturers, supplier and customers
- A valid UK driving license with towing capability
- Electrical knowledge of working on Deepsea or other controllers. – Recommended.

LINES OF COMMUNICATION:

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

- **Service Manager**
- **Operations Co-ordinators**
- **Senior Engineer**
- **Customers**

This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual and associated documentation. Copies of these documents are available from your Line Manager.

Signature: _____

(Employee)

Date: _____

Signature: _____

(Manager)

Date: _____