



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Workshop Service Engineer – Grade 3</b>
<b>Department/Cost Centre /Location:</b>	<b>Sutton Workshop 0485</b>
<b>Company / Division:</b>	<b>Mitchell Powersystems</b>
<b>Reporting to:</b>	<b>Department Supervisor</b>
<b>Main job purpose:</b>	<b>Working within the Service Department carrying out repair, remanufacture, maintenance &amp; replacement of all supported products.</b>

### KEY DUTIES AND RESPONSIBILITIES:

#### Technical

- The role will involve the safe handling, disassemble, cleaning, inspection, and assembly of dirty and used components, mainly engines, transmissions, axles, and transfer cases, to the high standards demanded of an OEM distributorship
- Painting, palletising and shipping of completed units as required
- Carry out a supporting technical role on customer sites if required
- Complete required product training and development where required
- You will be expected to support other workshop activities as and when required and you may be required to make yourself available for overtime and international travel from time to time

#### Compliance

- Ensure test and sign off processes are followed and documented
- Complete and submit all paperwork to a high level of accuracy on time
- Ensure full compliance with company Quality Management System

#### Operational Efficiency

- Complete all required works within agreed timescales
- Demonstrate excellent time management ensuring jobs are prioritised effectively
- Provide suggestions to improve operational efficiency
- Attend team meetings and actively contribute to discussions

#### QHSE

- Test and evaluation of completed units to ensure customer satisfaction in line with company ISO9001, ISO14001 & ISO45001 policies
- Complete regular online and hands on training ensuring QHSE knowledge is at required level
- Proactively report QHSE concerns using internal systems or via your line manager
- To ensure that good time keeping, housekeeping and high standards of work are maintained at all times.
- To carry out work in accordance with the rules, regulations and health & safety requirements as set out in the company employee's handbook.

#### Commercial

- As a representative of the company you will always be required to maintain a professional approach to your work.



**KEY MEASURES AND METRICS:**

- Achieve productivity %
- Achieve efficiency %
- Safety observations raised

**SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED:**

- Ideally a recognised apprenticeship in Mechanical or Electrical discipline or equivalent experience
- Excellent Mechanical and Electronic analytical and diagnostic skills
- Have a methodical approach to work and demonstrate high level of attention to detail
- Ability to work under pressure, strict deadlines, and warranty constraints
- Good communication skills and the ability to work on your own initiative
- Be an effective team player
- Proficient in the use of IT

**LINES OF COMMUNICATION:**

- Service Supervisor
- Other Service Personnel
- Parts Staff

**LEVELS OF AUTHORITY:**

- Workshop Service Engineers have responsibility for the jobs for which they are assigned and have the necessary authority to make decisions relating to the successful completion of those jobs i.e. Parts ordering, assessment of component serviceability

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: \_\_\_\_\_