

<b>Job Title</b>	<b>Lead Chiller Service Technician</b>	<b>Directorate</b>	Service Delivery
<b>Grade / Level</b>		<b>Cost Centre</b>	
<b>Reports to (Role)</b>	Service Manager	<b>Direct reports (Roles)</b>	Up to 8, field located techs
<b>Location</b>	Home Based with daily UK travel (Ideal locations York, Manchester, Midlands)		

**Role Purpose**

To service and maintain Customer plant and equipment including a variety of mechanical cooling and heating systems ranging from split AC systems to industrial chillers and heat pump chillers. Leading a team of service technicians that are field located. To provide technical assistance to your team as required.

**Key Accountabilities**

- Act as Lead Technician of a team of 8 Service Technicians.
- Provide technical support to your team and cascade information to your team.
- Attend UK client sites to undertake pre-arranged maintenance inspections for preventative and scheduled maintenance of relevant plant and associated equipment.
- Attend sites to troubleshoot and repair breakdowns.
- Represent and promote the Company through exemplary customer relations.
- Exemplary communication with customers, keeping them informed of progress at all times.
- Timely completion of all job sheets, timesheets, and associated paperwork, fully comply with all relevant processes.
- Provide regular updates and communication with the Administration team to support effective close-down of the job.
- Provide service as requested by the Service Department in the most cost-effective manner commensurate with maintaining high customer satisfaction.
- On-call duty roster requirements (circa 1 week in 8)
- Ensure full on-going compliance with all Health & Safety requirements by all parties and comply with all Company rules and policies as distributed.
- Timely feedback to appropriate departments regarding ongoing issues and close liaison with Service Manager .
- Maintain all service tools, test equipment and ensure protective clothing is in a serviceable condition.
- Identify possible areas where service procedures on plant and associated equipment might be improved.
- In addition to the above duties' employees are required to carry out such other tasks as may be reasonably required.
- To liaise and work effectively with the service operations teams.

**Essential Qualifications and Experience**

- Senior Technician or Supervisory Experience
- AC and Chiller Experience
- Flexibility to travel and join the on-call rota
- F Gas Qualified
- Full driving license

**Desirable Qualifications and Experience**

- > Electrical or Controls Qualifications
- > Gas or Boiler Experience

**Personal Specifications and Role Dimensions**

<b>People</b>	<b>Financial / Benefits</b>	<b>Other</b>
<ul style="list-style-type: none"> <li>➤ Great team player</li> <li>➤ Customer focused + willing to go the extra mile.</li> <li>➤ Excellent attention to detail and takes pride in their work.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Bonus Scheme</li> <li>&gt; Paid door to door</li> <li>&gt; Overtime/call-out potential</li> <li>&gt; Company Vehicle</li> <li>&gt; 25 Days Holiday + Statutory BH</li> <li>&gt; Company Pension</li> <li>&gt; Death in service scheme</li> <li>&gt; Sickness and injury insurance scheme</li> <li>&gt; Career progression – we'll work with you to achieve your long-term career aspirations.</li> <li>&gt; The opportunity to work on industry-leading equipment and gain knowledge of a variety of HVAC rentals, and temperature control equipment.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Demonstrable organisation and planning to effectively manage conflicting and numerous priorities</li> <li>&gt; Exceptional verbal and written communication skills</li> <li>&gt; Strong numerical understanding</li> <li>&gt; Attention to detail</li> </ul>

Full-Time contract, standard hours 8m to 5pm Monday to Friday. Weekend or out of hours support will be necessary  
 Longer working hours during busy periods