

Job Title:	Mobile Service Technician
Location:	Glasgow but will be required to work from other branches or sites and client premises
Responsible To:	Operations Manager
Direct Reports:	N/A
Review Date & Rev No:	Dec 2021/Rev 05

Purpose of Job:	The main duty of the Mobile Service Technician is to carry out on site, quality and safe hydraulic, industrial and composite hose assembly in various locations as directed by the company and client, which are fit for purpose to fully satisfy our customer requirements and delivery dates.
Key Areas of Responsibility:	<p>Operationally</p> <ul style="list-style-type: none"> • Ensure an efficient response to all client call outs. • Ensure that all tasks carried out are per supervisor's & customers written and verbal instructions. • Be fully aware of component compatibility and competent to use Hydrasun products • Prepare assemblies using a variety of hoses for industrial, offshore and hydraulic and pneumatic purposes • Be able to identify and use all types of hoses for the purpose specified by the customer order • Be familiar with full range of Hydrasun products • Ensure all required documentation is completed correctly and is submitted on a timely basis • Ensure stock levels of mobile units are maintained and documentation is completed daily • A willingness to participate in on-call rota system and to work additional hours to ensure organisational or client deadlines are met when required • A willingness to work in other areas of the business when required to do so. • Ensure all timesheets/Job sheets are completed correctly and submitted on time. • Ensure customers are charged for correct man-hours, fittings, materials and that this information is recorded on Job Sheet. • To help promote a culture of cost efficiency and savings <p>HSEQ (Health, Safety, Environmental and Quality)</p> <ul style="list-style-type: none"> • Ensure that work is completed in line with the Company's Quality procedures, BS EN ISO 9001:2008 and Customer specifications • Ensure that work activities are executed in accordance with the Company's HSE Management System and when onsite in accordance with the customer's site rules • Participating and assisting with internal and external safety and quality audits • Adopting and promoting good working practices at all times • Ensure that work areas/vans/equipment and tools are maintained, clean and hazard free and in accordance with company procedures and customer site rules • To ensure that risks are assessed and risk assessments completed where applicable • Be aware of all environmental issues associated with mobile workshop duties • To ensure adherence to the Company's safe driving culture for driving in public roads and customer premises. • Responsible for all fines and charges for illegal parking and speeding • To ensure adherence to the Company's accident and investigation procedures • Carry out routine weekly safety inspections as per weekly van check inspection sheet. Report all defects to Production Manager. • Ensure van service requirements are carried out. • Carry out routine weekly safety inspections on all equipment within mobile unit as per weekly van check inspection sheet. Report all defects to Senior Mobile Service Technician <p>Marketing / Customer Relationships</p> <ul style="list-style-type: none"> • Generate revenue in order to achieve agreed monthly and annual sales budget • Promote company image at all times

	<ul style="list-style-type: none"> Promote and use all product lines when and where applicable To develop and maintain a good customer relationship in order to maximise company sales, product and service capability <p>Personal Development</p> <ul style="list-style-type: none"> To take part in any Tool Box Talks and other communication processes to ensure you keep up to date with recent events or changes within the department and for the smooth running of the day to day work detail and daily planning To actively take part in the Competency Assurance Process and ensure that you maintain an up-to-date competency level and sound working knowledge of hoses and fittings To actively take part in the Performance Appraisal system To comply with the Human Resource Management systems and procedures Motivate and encourage and mentor trainees where applicable To help the Production Manager actively define strategies for continuous improvement of the Service Van service in order to improve response times and services to customers To assist the Production Manager with reports for Senior Management review when applicable Contribute to overall team activities and promote good working practices within the department 	
Interfaces:	Internal:	Mobile Service Van Technicians, Stores, Sales, Internal Auditors, HR, Safety, QA, Purchasing, Workshop
	External:	Customers, Auditors, Inspectors
Qualifications:	Essential	Desirable
	<ul style="list-style-type: none"> Current UK driving licence 	<ul style="list-style-type: none"> Standard Grade / National 5 (or equivalent) in a technical subject. Forklift certificate BFPA qualification level 2 (or equivalent)
Experience Required:	Essential	Desirable
	<ul style="list-style-type: none"> An understanding and practical experience of working with hydraulic, mechanical and pneumatic systems. 	<ul style="list-style-type: none"> Previous experience with hydraulic systems in a mobile capacity. Previous experience of hose inspection and pressure testing. Previous experience of Plant fitting.
Skills/Training Competences:	Essential	Desirable
	<ul style="list-style-type: none"> Good communications skills Ability to work under own initiative Good organisational skills Flexible and adaptable Numeric skills Ability to problem solve Ability to function well within a team environment HSE strong awareness. Customer and Quality Focus 	<ul style="list-style-type: none"> Ability to use and maintain equipment to a high standard

Please note that you may be requested to undertake other duties from time to time and it is possible that your duties may change over time. You will be expected to cooperate with all reasonable requests. If the changes are deemed to be longer term then this job description will be revised.

Signature of Job Holder: _____
Name in Capitals ()

Date: _____

Signature of Manager: _____
Name in Capitals ()

Date: _____