

Job Title:	Mobile Service Van Technician
Location:	Aberdeen (but will largely work on client premises away from base)
Responsible To:	Operations Manager
Direct Reports:	None
Review Date & Rev No:	March 2024 Rev 04

Purpose of Job:	The Service Van Technician is required to carry out quality and safe specification, assembly and installation of hydraulic and industrial hose assemblies and associated products 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><b>HSEQ (Health, Safety, Environmental and Quality)</b></p> <ul style="list-style-type: none"> <li>• Ensure that all work is completed in line with the Company's and Customer specifications, Quality, Safety and Environmental procedures.</li> <li>• Adopting and promoting good working practices at all times and participating in continual improvement activities.</li> <li>• Ensure that work areas/vans/equipment and tools are maintained, clean and hazard free and in accordance with company procedures and customer site rules</li> <li>• To ensure that risks are assessed and risk assessments completed where applicable.</li> <li>• Be aware of all environmental issues associated with mobile workshop duties</li> <li>• To ensure adherence to the Company's safe driving culture for driving in public roads and customer premises.</li> <li>• Responsible for all fines and charges for illegal parking and speeding</li> <li>• To ensure adherence to the Company's accident and investigation procedures</li> <li>• Carry out routine weekly safety inspections as per weekly van check inspection process, and report all defects to line management.</li> </ul> <p><b>Sales &amp; Marketing</b></p> <ul style="list-style-type: none"> <li>• Generate revenue in order to achieve agreed monthly and annual sales budget</li> <li>• Promote company image at all times</li> <li>• Promote and use all product lines when and where applicable</li> <li>• To develop and maintain a good customer relationship in order to maximise company sales, product and service capability</li> </ul> <p><b>Operationally</b></p> <ul style="list-style-type: none"> <li>• Ensure an efficient response to all client call outs.</li> <li>• Ensure that all tasks carried out are per company &amp; customers written and verbal instructions.</li> <li>• Be fully aware of component compatibility and competent to use Hydrasun products</li> <li>• Prepare assemblies using a variety of hoses for industrial, offshore and hydraulic and pneumatic purposes</li> <li>• Be able to identify and use all types of hoses for the purpose specified by the customer order</li> <li>• Be familiar with full range of Hydrasun products</li> <li>• Ensure all required documentation is completed correctly and is submitted on a timely basis</li> <li>• Ensure stock levels of mobile units are maintained and documentation is completed daily</li> </ul>

	<ul style="list-style-type: none"> <li>• A willingness to participate in on-call rota system and to work extra paid hours to ensure organisational or client deadlines are met when required</li> <li>• A willingness to work in other areas of the business when required to do so.</li> <li>• Ensure all timesheets/Job sheets are completed correctly and submitted on time.</li> <li>• Ensure customers are charged for correct man-hours, fittings, materials and that this information is recorded on Job Sheet.</li> </ul> <p><b>Personal Development</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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 Hydrasun product ranges and their application</li> <li>• To actively take part in the Performance Appraisal system</li> <li>• To comply with the Human Resource Management systems and procedures</li> <li>• Motivate and encourage and mentor trainees where applicable</li> <li>• Participate in continuous improvement activities for the Mobile Service Van team in order to improve response times and services to customers</li> <li>• Contribute to overall team activities and promote good working practices within the department</li> </ul>	
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"> <li>• Current clean category B driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• Standard grades in a technical subject.</li> <li>• Forklift certificate or experience</li> <li>• BFPA qualification level 2 (or equivalent)</li> </ul>
Experience Required:	Essential	Desirable
	<ul style="list-style-type: none"> <li>• An understanding and practical experience of working with hydraulic, mechanical and pneumatic systems</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of hose inspection, assembly and pressure testing</li> </ul>
Skills/Training Competences:	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Good communications skills</li> <li>• Ability to work under own initiative</li> <li>• Good organisational skills</li> <li>• Flexible and adaptable</li> <li>• Numeric skills</li> <li>• Ability to problem solve</li> <li>• Ability to function well within a team environment</li> <li>• Safety and environmental awareness</li> <li>• Customer and Quality Focus</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use and maintain equipment to a high standard</li> </ul>

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: \_\_\_\_\_