



JOB DESCRIPTION

Job Title:	Field Service Engineer
Reporting to:	After sales management
Hours	43.75 hours per week based on being on site between 07:30 to 8am on a daily basis unless requested otherwise.
Location	Required for the below locations; <ul style="list-style-type: none">• North (Derby upwards to Leeds/Sheffield)• M1 corridor (Northampton to Watford)• Central East (Cambridge, Peterborough)
Contract	Permanent Full Time
Main job purpose: <p>Field based engineer role carrying out repairs, routine servicing and inspections on waste clean water tankers on customer sites.</p> <p>Accurately complete required job reports and manage van stock accordingly.</p> <p>Follow all health and safety requirements of Whale Tankers and those required on customer sites.</p>	
Key duties and responsibilities: <p>Technical:</p> <ul style="list-style-type: none">• Carry out routine servicing on a variety of tanker equipment• Diagnose faults on electric, pneumatic, hydraulic, and mechanical systems• Carry out annual tank tests once trained to do so (includes working in confined space)• Identify additional works required on each visit to ensure equipment is functional and safe• Complete training and development where required• Maintain accurate van stock levels ensuring parts are available for first time fix where possible <p>Communication:</p> <ul style="list-style-type: none">• Complete detailed and accurate reports in line with expected standards• Interact daily with the service centre team• Submit reports daily following each job• Liaise directly with customers regarding repairs and service requirements• Be prepared to work overtime which on occasions may require overnight stays or early starts <p>Compliance:</p> <ul style="list-style-type: none">• Ensure all health and safety requirements are adhered to• Proactively provide feedback on matters of health and safety• Maintain a clean and organised working area• Maintain PPE and tooling to a high standard• Ensure service vehicle is maintained, checked, and in road legal condition	



Skills, Qualifications and Experience required:

Demonstratable experience of:

- Operating in a field service engineer role
- Customer facing and interaction skills
- Commercial vehicle repair and diagnosis
- Vehicle electrics, pneumatics, hydraulics, and mechanical diagnosis and repair
- Computer skills for diagnosis and system interrogation via onboard screens
- Ability to work under own initiative
- It is essential that you can work in confined spaces
- • Ability to work under pressure and prioritise workload

Regular interactions required for job role:

- Service coordinator
- Field service manager
- Service office manager
- Technical support team
- Technical trainer
- External customers and suppliers

Measurement - Key Performance Indicators:

- Attendance
- Paperwork completed and submitted daily to expected standards
- Accuracy of van stock
- First fix rate

This Job Description is a specific description of the job role created in line with job requirements and Whale Tankers Ltd. policies and procedures.

Copies of these documents are available from your Line Manager.

«ApplicantFirstname» «ApplicantSurname»

Signed

Date