



THURLOW NUNN STANDEN

Job Description

Job Title: Service Technician (Agriculture)
Reports To: Service Manager
Job location: Eagle Iron Works, Creake Road, Sculthorpe, Fakenham, Norfolk NR21 9NH

Job Purpose

To provide a comprehensive technical service, including pre-delivery inspections, maintenance, fault diagnosis, repair and rectification.

Key Accountabilities

General: Conducting pre-delivery inspections.
Carrying out scheduled service maintenance.
Carrying out scheduled rectification programmes.
Fault-finding and diagnosis.
Recommending repair solutions to customer & manager.
Promoting dealership services to customers.
Compliance with manufacturer service procedures.
Compliance with personal training and development plan to include attendance at manufacturers' training courses.
Compliance with company health and safety procedures.
Conducting weekly vehicle checks.
Maintaining van and working area cleanliness.

Administration: Accurate completion of job risk assessments.
Accurate completion of job cards.
Accurate completion of personal timesheets.

Databases: Utilisation of PC-based diagnostics.
Utilisation of IBCOS system and reports.
Utilisation of manufacturers' warranty and service systems.

Communication: Liaison and communication with customers, colleagues, manufacturers and suppliers.

Job Dimensions

Staff: No direct reports, but working within a service team.

Planning: Planning personal activities in accordance with requirements.

Confidential Information: Customer Base, Prices, Discounts, Profit Margins and similar commercial information.

Degree of Supervision: Supervised by Service Manager.

Contacts: Dealership management and staff. Potential and existing customers. Suppliers service and sales support staff.

Working Conditions: Based at Sculthorpe branch, but carries out field-based service, as required.

Equipment and Tools: Mobile phone, Laptop PC and IT based applications, as required.
At times the post-holder will be expected to perform duties outside of this job description in order to ensure the maintenance of a high level service to our customers.