



THURLOW NUNN STANDEN

Job Description

Job Title: Service Technician (Groundscare)
Reports To: Service Manager
Job location: Moulton Road, Kennett, Newmarket, Suffolk CB8 8QT

Job Purpose

Providing 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
- 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 policies and 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
- Utilisation of Employee Self-service system

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; supplier's service and sales support staff

Working Conditions: Based at the Kennett branch, but carries out field-based repairs, 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.