

SERVICE ENGINEER SCORE CARD
Position : Euroflo Service Engineer
Purpose of Role: Repair pumps on site or in-house to high company standards and within recommended timeframes, and maintain a safe and clean work area
Report to: Workshop Supervisor
Overall Responsibilities: Efficient repair and management of company assets and high standard of customer service on site
Ensure that repair work and maintainance all equipment is completed to manufacturer's standards within the timeframes set by your supervisor
Strictly adhere to the company's safety and quality standards
Monitor and measure work outputs and KPIs to supervisor's standards
Clean all areas and pumps and deliver a clean and painted product ready for sale or rent
Visit sites, engage in courteous application support and if possible, fix all equipment on site or return to workshop
Communicate clearly to colleagues or customers, provide summary of the application or equipment issues and explain plan to repair or replace items under your review
Key Responsibilities 1. Electrical Pump Equipment: competent and timely fault finding, repair, job pricing and maintenance of equipment
Remove, install, assemble or repair pumps, panels and associated equipment, pipework and accessories in workshop or on site
Perform all tasks (including transport, cleaning, inspection and repair work) in a professional and timely manner according to the targets set by your supervisor
Competent in stripping, dismantling and assessing equipment, evaluating spare parts requirements, pricing spare parts and sending reports to supervisor
Ensure work meets the business quality and compliance standards / requirements consistently (ISO9001)
Competent in electrical fault finding on company equipment both in house and on site, including testing with calibrated electrical meters and recording / reporting results
Competent when necessary to joint and make off cables and fit a variety of electrical accessories; including plugs, sockets, contactors, relays etc.
Key Responsibilities 2. Diesel Pump Equipment: competent and timely in, fault finding, repair, job pricing and maintenance on engine driven equipment
Ensure engine and fuel system are working correctly, and that diagnostics are compliant with manufacturer's manuals and tolerances
Check pump end and priming system's performance are within tolerances, that oils and filters are fitted according to the company standard worksheets and the IOM Manual
Attend breakdown of pumps and connected accessories (eg extended fuel tanks) as directed by line management
Maintain clean and tidy work stations at all times
Keep company vans in a clean and tidy condition and ensure van tools and stock are up to date, accounted for, calibrated and safe. Provide reports on any exceptions, and re-order parts used
Job estimates are completed and priced in good time and passed to line manager
Competent in fault finding, repairing and servicing diesel pump systems
Key Responsibility 3. Communication: communicate with customers and line managers to ensure they are correctly briefed, managed and kept informed at all times
Always have goals and performance outcomes at your fingertips
Keep customers informed at all times
Contribute to the team priority meeting every morning on the changing priorities

Report to line manager on KPIs as instructed, and continuously feedback improvements, challenges, and bottlenecks affecting your outcomes

KPI: repair goals per week / per month

Clean, inspect, repair, service and test 10 units per week

Key Competences: qualified electro mechanical engineer and experienced in repair of electrical and engine driven pump units

Able to work at fast pace while maintaining high accurate results

High standard of competence, workmanship, productivity and communication

3 years experience in mechanical and electrical engineering related to pumps and accessories

At least 3 years building technical understanding of pump components

Experience and competent in applying workshop equipment correctly and accurately, including welding, drilling, grinding, gas torching and safe materials handling etc.

Good computer literacy

Competent at communicating with the team and customers on zoom, microsoft teams

Personal attributes: be professional, analytical and take a structured approach

Maintain professional appearance and an organised and clean work station

Excellent attention to detail

Can explain to colleagues and customers the nature of technical problems and their solutions

Technologically minded and willing to create new solutions

Work independently as well as part of a team

Demonstrate Euroflo's values; particularly integrity, professional approach, honesty and team work

Demonstrate ability to think, take initiative and make decisions within remit, as well as report effectively to team

Attitude & Culture: achievement and service mindset

Great work ethic and likes helping others

Passionate about creating and producing good work

Growth mindset and desire to learn and develop

Must be comfortable in working within a pressurised and fast paced environment

Clean, tidy, energetic, conscientious, results focused

Good interpersonal skills

Professional, technical, willing to participate in team tasks

Excellent problem solving skills, bringing solutions rather than just problems to the team

Great anticipatory skills and gets ahead of problems to create early solutions