

## Field Service Engineer Midlands

Due to the continued growth of our customer base and to provide additional support to our service operations, we are recruiting for the role of Field Service Engineer located the Midlands. The role will involve routine maintenance and repairs to Grant Handling's own long/short term rental fleet as well as a variety of customers' owned equipment. The right candidate will ensure best practices in quality and professionalism are met at all times, and work to maintain customer satisfaction. Reporting to the Service Manager, the criteria for the right person is as follows:

### Person Specification

- Previous engineering experience with mechanical handling equipment advantageous, but other backgrounds will be considered as full training will be provided
- Self-motivated, able to work on own initiative.
- High standards of presentation and good customer-facing communication skills
- Flexible and positive "can-do" attitude

### Core Activities

- Carry out routine maintenance, inspection and repairs on forklifts & associated mechanical handling equipment
- Ensure all work is carried out to the standards set by the manufacturers
- Carry out fault finding on customer sites to diagnose issues for repair
- Assist in raising quotations for repair in conjunction with the Service Manager
- Be proactive in identifying damage & reporting to the office
- Have a keen eye for minimising costs by carrying out repairs to fleet machines in a timely manner
- Communication with customers – help to build customer relationships
- Work without supervision for the majority of the time, always maintaining safety standards as laid down by the Health & Safety at Work Act, ensuring your line manager is made aware of any safety issues or concerns
- Ensure all service reports and supporting documentation are completed correctly

If you believe you have the necessary skills to fulfil this role, please apply in writing with a copy of your current CV marked 'Strictly Addressee Only' to **Chris Morris** or email to **careers@granthandling.com**.