

<b>Job title:</b>	Field Service Engineer
<b>Department:</b>	Aftermarket Service
<b>Reports to:</b>	Regional Service Manager
<b>Responsible for:</b>	
<b>Location:</b>	Cumbernauld Service Centre
<b>Hours of Work:</b>	45 hrs per week
<b>Closing date:</b>	

### Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



### Job Purpose:

- To engage in the repair and servicing of both DE and customer vehicles, to include routine services, MOT preparation, chassis, body and bin lift repairs, fault diagnosis, hydraulic and electrical repairs, and maintenance.
- To ensure all work is carried out to both Dennis Eagle and Customer's satisfaction, both within DE sites and on customer's premises.
- To complete all compliance paperwork and administration requirements in associated with all company activities.
- To control and maintain Cumbernauld Service Contract (Stirling) as required, including contract stand-bye and call out cover.

### Main Duties and Responsibilities:

- Carry out fault diagnosis, regular maintenance and repairs to a wide range of chassis and mounted equipment.
- Ensure all repairs and servicing is conducted to a high standard (VOSA Standards)
- Preparation of vehicles for MOT inspection on and off-site.
- Adherence to all compliance, related to Department of Transport Regulations and DE standards.
- Completion of work in a timely and efficient manor in response to company KPI's.
- Timely completion of any paperwork associated with all repairs and maintenance.
- Effective and appropriate use of Dennis Eagle daily electronic safety and HR systems.
- Liase and communicate with customers in an appropriate and professional manner at all times.

### Quality & Environmental Responsibilities:

- General compliance with company procedures in support of our ISO9001 accreditation



- Maintain quality of work at all times.
- Request assistance when task is outside ability, skill level or training experience.
- Ensure repairs are completed to customers' requirements.
- Customer Service levels – use all reasonable endeavours to provide the best possible service to our customers
- Complete fully all required records and compliance documents and ensure their return to Service Centre if required.

### **Health & Safety:**

- Ensure that all daily duties are carried out in accordance with company and customer H&S procedures.
- Always use the appropriate Personal Protective Equipment (PPE) and ensure that it is serviceable. Request replacements as required via manger.
- Maintain Health and Safety for yourself and others, both on Dennis Eagle sites, customer premises and when travelling to and from locations.
- Awareness of any customer Health & Safety procedures whilst on their sites.
- Subject to and/or following suitable training, to be able to carry out own risk assessments of possible areas of risk and assist/report any potential hazards

### **Quality & Environmental Responsibilities:**

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team [recruitment@dennis-eagle.co.uk](mailto:recruitment@dennis-eagle.co.uk)



Criteria	(E)ssential / (D)esirable
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<b>Knowledge</b>	
• Proven knowledge and experience of repair and maintenance of commercial vehicles. (HGV's)	Essential

<b>Experience</b>	
• At least 1 full year post apprenticeship experience of working in an HGV workshop or environment.	Essential
• Previous experience of repair and maintenance of refuse vehicle chassis and bodies.	Desirable

<b>Education / Qualifications</b>	
• Must have a formal mechanical qualification - City & Guilds level 3 or equivalent.	Essential
• Must have completed a recognised apprenticeship within the motor industry.	Essential
• Full UK driving license.	Essential
• HGV license (class 2 minimum)	Desirable

<b>Job-related skills &amp; abilities</b>	
• Good diagnostic skills using recognised industry hardware. IT basic knowledge.	Essential
• Ability to read and understand technical drawings and wiring diagrams	Essential
• Ability to work on own initiative or as part of a team.	Essential
• Previous experience with Volvo Tech tool or Knorr Bremse Neo green.	Desirable

<b>Other requirements</b>	
• Ability to enter/exit bodies and hoppers. Occasional heavy lifting required.	Essential
• Mon – Fri 45hrs – flexible as required. Overtime as and when required.	Essential
• 1 in 5 weekend on stand-by and callouts if required.	Essential
• Contract management if required.	Desirable

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name \_\_\_\_\_ Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Manager name \_\_\_\_\_ Manager signature \_\_\_\_\_ Date \_\_\_\_\_

