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| Job title: | Field Service Engineer |
| Department: | TMUK Service |
| Reports to: | Technical Support Team Leader |
| Responsible for: | N/A |
| Location: | Covering London South West area (will report to TMUK Warrington) |
| Hours of Work: | 42.5 hpw |
| Closing date: | 29/11/2024 |

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 provide excellent after-sales support for all Terberg products working as a Field Service Engineer as detailed below:

Main Duties and Responsibilities:

- Carry out servicing and repairs to all TMUK products at customer premises and TMUK sites when required to the highest standards.
- Carry out operator and train the trainer training as and when requested.
- Carry out LOLER inspections.
- Ensuring the customer always receives the highest levels of service through effective communication, job management and technical support.

Accountabilities & Commitments Required:

- To always demonstrate exceptional customer service in all aspects of the role in line with the core values of the company.
- To ensure that all aspects of work are completed in a safe manner.

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



| Criteria | (E)ssential / (D)esirable |
|----------|---------------------------|
|----------|---------------------------|

| Knowledge | |
|--|---|
| 5 years' experience in maintenance and repair of Waste Management or heavy plant equipment | E |
| Proven knowledge and the ability to demonstrate good health and safety practices | E |
| Existing knowledge of customer base within the working area | D |

| Experience | |
|---|---|
| Held a customer facing role for a minimum of 12 months | E |
| Worked within the waste industry within the last 5 years | D |
| Previous service engineer experience | D |
| Previous supervisory experience in an engineering environment | D |

| Education / Qualifications | |
|--|---|
| Year 3 C&G / NVQ training or equivalent in engineering | E |
| Full Terberg / DE product training | D |
| Clean current UK driving licence | E |
| Health and safety qualification | D |
| HGV licence | D |

| Job-related skills & abilities | |
|---|---|
| Proven diagnostic skills | E |
| Able to read and understand electrical and hydraulic schematics | E |
| Excellent communication skills and customer service ethos | E |
| Intermediate IT literacy (MS office intermediate) | D |
| Ability to write reports on technical issues | D |
| Excellent administration skills | E |

| Other requirements | |
|--|---|
| Able to safely work at heights and on top of vehicles when necessary | E |
| Ability to adapt and remain positive to a dynamic workload | E |
| Able to travel throughout the UK as required | E |
| Willingness to learn and share knowledge | E |
| To portray a professional image, in times of adversity | E |
| Willing to be able to work overtime at short notice | E |

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 _____

