

VACANCY TITLE: Service Technician
DIVISION: Lifts and Escalators (LED)
LOCATION: Field Based – Central London

MAIN PURPOSE OF POSITION:

Provide general field support for breakdown call attendance and technical escalations across the London service portfolio, focusing on achieving the highest levels of first-time fix and the on-going development of the field team, particularly the junior members with the prime objective of enhancing the customer experience through the provision of World Class service.

DESCRIPTION OF DUTIES:

- Act as an ambassador of Mitsubishi Electric when attending customer sites
- Respond to breakdown calls as allocated by the Service Operations Team (SOT) with the intention of returning the lift to service during the initial visit
- Keep the customer and SOT updated of any actions carried out along with any spare part / planned follow-up works that may be required
- Provide hands-on technical support for the field team, in particular any junior members
- Take ownership of any site issues as they arise and proactively review the Lift Shutdown / Follow-Up Reports to ensure that equipment is returned to service at the earliest opportunity
- Actively support any initiatives to reduce the number of customer Call Back Service requests through general improvements in lift reliability
- Support any improvement / efficiency initiatives for the service department and larger organisation
- Understand and comply fully with all site H&S requirements and demonstrate leadership in ensuring all personal work safely at all times
- Understand and comply with all relevant internal policies
- Any other reasonable duties as instructed by the Service Operations Manager or nominated representative
- Understand and comply with all relevant company policies.

PREVIOUS EXPERIENCE and COMPETENCIES:

- Effective technical problem solving skills along with experience of service improvement programmes
- Strong organisational skills, including workload planning and the balance between responsive and planned activities
- Excellent interpersonal skills and able to quickly develop effective relationships with internal and external customers via phone and e-mail
- General personal attributes: self-motivated, driven, methodical, numerate, organized, punctual, assertive, professional, personable and resourceful
- Computer literate and competent user of MS Office and field based tools
- Ability to work on own initiative and as part of a team
- Effective communicator to ensure win/win solutions
- Supervisory experience or demonstrable capability to develop
- Minimum NVQ4 or equivalent– Lift installation or service
- Strong fault diagnosis skills and high levels of tenacity
- Previous field technical escalation experience
- Knowledge of Mitsubishi lifts and/or escalators

CONTACT: MEU-UK.Recruitment@meuk.mee.com

CLOSING DATE: 2nd October 2020