

Job title:	HGV Technician
Department:	Aftermarket
Reports to:	Assistant Service Centre Manager
Responsible for:	
Location:	Manchester
Hours of Work:	45 hpw, between 08:00 and 17:30 Monday to Friday
Closing date:	

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. All employees of our organisation are asked to represent our core values in all their business dealings, and candidates are required to demonstrate their understanding and commitment to representing these values. Our core values are Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

- To carry out remedial work as directed by regional service centre operations and or workshop foreman
- To prepare vehicles to DVSA standard
- To ensure all remedial work is achieved to customers satisfaction in the most effective way
- To establish and improve relations between Dennis Eagle and the customer
- To represent Dennis Eagle in a positive and proactive manner

Main Duties and Responsibilities:

Sound Product Knowledge

- Qualified to an acceptable standard
- Prepared to be trained on all aspects of Dennis Eagle Products
- Knowledge of relevant legislation
- Awareness of ISO9001 and ISO14001 procedures
- Competent in organising all relevant paperwork

Flexibility of Labour

- Actively seek to improve product knowledge to improve personal skill matrix
- Maximise personal productivity and efficiency
- Be prepared to move within your own area and when required into other departments or area
- Be prepared to work reasonable amount of overtime when required
- Be prepared to work on/off site and on customer premises when required
- Carry out a reasonable instruction or request from management team
- Ability to work under minimum supervision



Health and Safety

- Have knowledge of Health and Safety legislation
- Consider the welfare of self and others at all times
- Highlight possible areas of risk
- Promote good housekeeping within your working environment
- Operate within company guidelines and procedures

Customer Relations

- Respond to customers enquiries as appropriate
- Portray a professional and constructive image to customers
- Self-discipline
- Complete necessary or relevant company reports/documentation in a prompt effective manner

General

- Attendance
- Punctuality
- Discipline
- Promote a professional image at all times in order to maximise Dennis Eagle's reputation through all mediums including company transport equipment clothing and conduct
- As required to work on campaigns/recalls/feasibility studies/supplier collaborations and working abroad

Quality & Environmental Responsibilities:

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

Dennis Eagle Ltd is an equal opportunities employer and we welcome applications from all candidates.

If you have any queries or would like to apply for the role, please contact Alice Walden alice.walden@dennis-eagle.co.uk

Criteria	Essential / Desirable
Knowledge	
• Understanding of Hydraulics	E
• Understanding of electronics	D
Experience	
• Time served experience in maintenance and repair of RCVs or similar equipment in a workshop environment or as an onsite engineer	E
• Experience of both Body and chassis maintenance and repair	E
• Experience in repair of Dennis RCV's	D
• Held Customer facing role	D
• Previously worked as field engineer	D
• Held a supervisory role	D
Education / Qualifications	
• Current PLG Licence	E
• Job related product training	E
• Year 3 C&G training or equivalent	E
• Maths and English Qualification	E
• Current PLG Licence	D
• Full DE product training	D
• Volvo Engine Tec trained	D
• Allison transmission trained	D
• HGV Licence	D
• Qualified in electronics and hydraulics	D
• Qualified in chassis repair and maintenance	D
Job-related skills & abilities	
• Good diagnostic skills	E
• Ability to read wiring diagrams	E
• Practical ability	E
• Basic IT skills	E
• Basic administration Skills	E
• Ability to solve own problems through perseverance and determination	E
• Good customer service ethos	E
• Presents a professional image	E
• Self-Motivated	E
• Balanced attitude towards H& S on site	E
• Intermediate IT skills and qualifications	D
• Ability to write formal reports on technical issues	D
Other requirements	
• Willing to travel distances on occasion.	E
• Willing 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 _____

