



## PEARLY GATE MAINTENANCE LIMITED

24b Tallon Road, Hutton, Brentwood, Essex, CM13 1TJ

Tel: 0207 307 5601

Email: [enquiries@pearlygate.co.uk](mailto:enquiries@pearlygate.co.uk) Web: [www.pearlygate.co.uk](http://www.pearlygate.co.uk)

### Job Description – Service Engineer

Job Title	Senior Service Engineer
Reporting To:	Director
Reporting to Job Holder:	N/A
Location:	Brentwood, Essex
Hours:	40 hours per week full time

#### Overall Purpose of the position

To ensure that customers with automated gates and barriers receive the highest level of technical service, so that site is both secure and safe for the maximum time possible.

#### Main Duties

- Offer technical advice when appropriate, especially to other Service Engineers.
- Assist with job planning, including scheduling engineers, identifying parts to be ordered.
- Complete routine service inspections and maintenance visits.
- Attend site for emergency breakdowns.
- Carry out gate repairs, including safety upgrades; installation of new equipment.
- Undertake fault diagnosis.
- Recommend suitable repairs or upgrades to allow for accurate estimating by the office.
- Accurately record information on the relevant documentation, including service sheets; force tests; attendance reports; time sheets; expenses claim forms etc.
- Work in a logical and efficient manner to the highest quality possible.
- Ensure communication is timely, clear, concise and in the appropriate manner.
- Handle customers politely and appropriately.
- Be able to understand and interpret technical manuals and drawings.



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### **General Terms**

- As per your offer letter of employment, any subsequent correspondence and contract

### **Key Result Areas and Performance Measures**

- The number of return visits to site to rectify poor workmanship or missed issues.
- Customer feedback.
- Standards of housekeeping and image.

### **Specific Limits of Authority**

- Not to incur spend outside of company expenses policy.

**Job Description Prepared by:** Ritchie Bignell

**Date:** 1 February 2018