

ROLE SPECIFICATION

Position:	Technical Service Engineer (TSE)
Department:	Technical Service Department part of the Commercial Department
Location:	Head Office, Birkenhead, UK/ Customer Sites/ Home Office UK
Reporting to:	Technical Services Manager (TSM), BMB Industrial Cabs Ltd.

The Technical Service Department

The principle function of The Technical Service Department is to support:

- The customer through value adding Cab measuring and fitting services.
- The Commercial Department to deliver annual budgeted sales by maintaining excellent relations and good will with the customer and gathering information for the Commercial Manager in order to provide BMB with a competitive advantage.

There will also be a function to support the Design Department with real life input on cab designs and modifications as follows:

- Support the requests for getting new FLT's into BMB for design or
- Technical Service Engineers (TSEs) measuring FLT's on site

The Role

The principle role of the TSE is to use his skills and experience to fit BMB cabs and canopies to various industrial vehicles. The position and salary is based on up to 5 x 10 hour days (50 hours per week) including road time.

Other parts of the role include:

- Wiring of wipers and heaters into the vehicle
- investigating non-conformances and reporting back to BMB
- attending customer meetings
- supporting BMB Design with either measurements or laser scans.

The TSE role is expected to be perform in accordance with BMB and the customer H&S standards.

Responsibilities & Accountabilities

- Travelling to customer sites, arriving on time and in good shape
- Perform customer jobs (fitting, wiring, etc.) independently but according to BMB procedures and best practices.
- Reporting back to BMB TSM, Customer Service and Commercial Manager regarding the result of the job including:
 - The particulars of the job in terms of successes and failures
 - Areas to improve regarding the product and customer experience.
- Utilising the BMB TS Systems including:
 - Job Logic TS scheduling systems
 - MS Outlook software
- Following the TSE training:

- Working with TSM to develop and receive a training plan.
 - Training includes areas such as technical, communication, IT, H&S, driving, etc.
- Control TSE assets including:
 - Keeping all assets clean
 - Assessment of additional tools for tools, software and hardware to make TSE's more efficient and effective on sight.
- Develop BMB H&S plan, working with RTA Manufacturing Manager

Required Skills

- Commercial van license.
- Excellent hands on metal working skills
- Good degree of electrical know-how for wiring
- Punctual with good manners
- Common sense & customer awareness
- Competent with PC's, handheld devices and software.
- Team player that takes pride in work.
- Strong communication skills at all levels.
- Hard working and flexibility regarding travel and overnight stays.

TSE Expectations

- TSE's will use Job Logic effectively...accept and close off all jobs.
- TSE's On site as per Job Logic schedule.
- TSE's to contact customer before setting off and introduce themselves on site...out of courtesy
- TSE's do Not leave site without permission from TSM or customer.
 - Not leave site before 6 PM job is finished. Aware of customer closing times?
 - If job is not finished and not Friday. Then phone TSM then stay local.
- TSE's work at customers site in a small, organised space and manner
- TSE's ability to complete risk assessments to ensure they remain safe
- TSE's to report back on completed jobs using Job Logic and email.
- TSE's to get customer to sign off on every job when completed.
- TSE's to work with BMB, using JL, to investigate problems/providing sufficient details.
- TSE's to keep vans (internally & externally) and other assets clean.
- TSE's to monitor van stock control systems and carry the parts they need to complete all jobs.
- TSE's are not to take stock from BMB that has not been Dispatched to them.
 - TSM will be key holder on site if picking up after hours.

Desirable Skills

- Fork Lift Truck industry experience.

Core Competencies of the Role

Achieving Success				
Concern for Standards	Data Management	Innovative	Efficiency Orientation	Results Orientation
3	2	3	3	3

Analysis & Judgement				
Analytical Thinking	Conceptual Thinking	Critical Information Seeking	Decision Making	Risk Management
2	2	2	2	1

Managing Others			
Developing Others	Performance Management	Training Others	Compliance
1	1	1	3

Organisational Awareness				
Business Knowledge	Commercial Awareness	Strategic Thinking	Financial Awareness	Process Knowledge
1	2	1	1	3

Self-Management							
Adaptability and Flexibility	Continued Professional Development	Initiative	Methodical and Thorough	Planning and Organisation	Positive Self Image	Self-Control	Tenacity
3	2	3	3	1	3	3	3

Working with Others				
Collaborative Working	Effective Communication	Influencing Others	Interpersonal Awareness	Team Work
2	3	1	2	3

Key

- 1

Aware of quality standards related to position.
Ensures own work meets quality standards.
Ensures accuracy and consistency in all work completed.
Adheres to processes and procedures to ensure standards are maintained.
- 2

Aware of quality standards beyond own position.
Ensures contribution from others to own work meets quality standards.
Sets high personal standards.
Understands desired end result and questions activities which may compromise standards.

- 3** Mindset focused on excellence/best practice.
Defines new or improves existing quality standards.
Identifies consequences of not achieving standards.
Takes action to avoid standards being compromised.

Interfaces

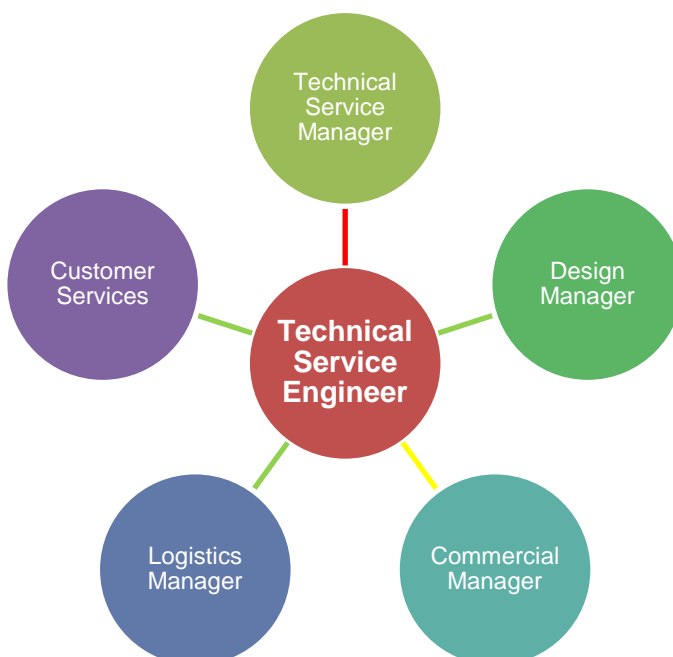
Management Interfaces

- **Technical Service Manager (TSM):** A daily Line Manager interface regarding a diverse range of issues such as customer related matters, fitting schedules at customers, etc. This communication happens informally over the telephone and using email. There is a quarterly formal meeting.
- **Commercial Manager:** This Line Manager interface involves daily communication on an informal basis concerning fitting targets and standards and issues which require high level involvement

Service Provider Interfaces

- **Design Manager:** This is an informal and frequent interface relating to specific accounts, clarification of requests, prioritisation and commercial value.
- **Logistics Manager:** This is an informal and infrequent interface concerning specific commercial issues and ensuring shipments are despatched on time.
- **Customer Services:** This interface is on a formal basis and occurs when required depending upon schedules and customer issues

Interface Summary



Key to Relationships

Line Manager

Staff Manager

Service Provider

People Management

The TSE team is managed through annual appraisals with objectives and Key Performance Indicators.

General Information

- Travelling to customer sites, staying overnight, depending upon commercial requirements.
- In addition to the duties and responsibilities listed, other duties may be assigned by the TSM.
- This document is a guide to the role. It may be changed from time to time to meet changing circumstances. It does not form part of any Contract of Employment.

Sept 2016