

Job title	Service & Installation Technician	Reporting to	Customer Success Manager
Location	UK Nationwide & international travel required	Position type	Full time/Permanent
The Company			
<p>CASCO Pet is a global business specialising in pet and aquatic shop fitting and revolutionary veterinary clinical housing with manufacturing and sales operations around the world. We are proud of our reputation for innovative and flexible designs which place us as the market leader in the pet and veterinary industry.</p> <p>Established in 1997, our Head Office is based in the UK with offices across Europe (Germany, France, and Portugal) and the USA and Australia.</p>			
Job Description			
<p>The role of the Service & Installation Technician requires a proactive and enthusiastic individual to attend customer sites to provide new system installation and/or support for CASCO Pet maintenance clients as well as ensuring that our client's personnel receive comprehensive training as required.</p>			
Key accountabilities - main areas of responsibility			
<p><u>Installation</u></p> <ul style="list-style-type: none"> Attend sites as instructed to carry out installation of CASCO Pet equipment and be responsible for ensuring all aspects of the installation process are completed to the correct standards Carry out an inspection of the delivery – checking for damage, quantities and quality of items, and site on arrival and notify the Customer Success Manager of any damaged goods or discrepancies Produce high quality work in all areas of responsibility within agreed timescales <p><u>Service</u></p> <ul style="list-style-type: none"> Undertake planned, preventative maintenance activities as per maintenance schedules and undertake reactive breakdown repair – working to determine root cause Ensure the Store Manager is aware of any husbandry problems Adhere to any special instructions or work that needs to be carried out at service locations Provide ongoing training to store personnel on all elements of the filtration systems Control inventory in service vans to ensure that services can be completed when scheduled, highlight potential stock shortage by being aware of production and service requirements Manage returns and warranty parts within stores Follow the service itinerary as planned, do not make changes unless requested and/or authorised by the Customer Success Manager Ensure that you are able to attend call outs when scheduled to cover the Emergency Pager Attend regular review meetings with the team to discuss recurring issues and plan solutions for the future. Communicate any issues or improvements to the Customer Success Manager <p><u>Other</u></p> <ul style="list-style-type: none"> Travel may be required including travelling over the weekend to be able to arrive on site when required Work the hours required to ensure the job gets done within the set deadlines Ensure the health, safety and wellbeing for self and others at all times, complying with Health and Safety policies and procedures, reporting any accidents, incidents or near misses to allow corrective action to be taken Generate and implement ideas for continuous improvement Take ownership of, and endeavor to resolve, all customer issues. Escalate issues to the next level when the need arises 			

- Demonstrate a professional attitude ensuring that customer expectations are fully met. Maintain acceptable standards of personal dress, hygiene and presentation and conduct yourself in a polite and courteous manner. Ensure your company vehicle is always kept in a professional manner
- Ensure van is stocked and has all relevant consumable items and tools required to carry out your duties
- Be prepared to work in warehouse on production lines should it be required
- Support other members of the team where necessary

Contacts - External

- Customers
- Contractors

Contacts - Internal

- Customer Success team
- Warehouse and Production Team

Role Related Expertise required

Qualifications/Experience

- Experience in the animal (pet or vet) industry would be an advantage
- Overall knowledge of electrical and plumbing installations
- Excellent DIY skills
- Full, clean driving license - essential
- Required secondary education

Required Skills

- Due to company vehicle usage required age is from 25 years' old
- Highly customer focused with excellent verbal communication and interpersonal skills as the role involves describing and explaining in a suitable manner technical aspect of our products
- Self-driven with positive outlook and a desire to succeed
- Good written and mathematical skills
- Very high-quality standards
- Logical, methodical and exceptional attention to detail
- Aptitude to multi-task, under pressure, to strict timescales
- Positive 'can-do will-do' attitude
- Strong problem-solving skills, ability to develop a solution
- Prepared for all aspects of labour including manual lifting and long periods of standing or walking
- Flexible approach to working hours and comfortable with overnight stays on a weekly basis
- Being discrete, trustworthy, and reliable

Incentive Scheme

- 22 days holiday per annum plus bank holidays Plus an additional day's leave for each completed year of service
- Company bonus subject to the business achieving annual target
- Overnight allowance
- Time Off In Lieu
- Auto-enrolment Pension
- Wellness Health scheme