

Job title	Service & Installation Technician	Reporting to	Service Field Manager
Location	(UK) Nationwide & Foreign Travel required. Due to company vehicle usage required age is from 25	Direct Reports	N/A
<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. Our sales ambition is matched by the highest commitment to customer service.</p> <p>We are looking for a flexible and reliable individual, determined and committed to complete each job to the highest standard and on time. The role requires high attention to detail, and the aptitude to build excellent relationships with clients internal and external.</p>			
<p>Job description: Attend job sites to provide new system Installation and/or support for CASCO maintenance clients as well as ensuring that client's personnel receive comprehensive training as required.</p>			
<p>Key accountabilities - main areas of responsibility</p>			
<p>Installation</p> <ul style="list-style-type: none"> Attend sites as instructed to carry out installation of CASCO Pet equipment. Be responsible for Health and Safety of yourself and site. PPE must be worn at all times on site without exception. Ensure that the working site is correct as described on the plans sent with the shipment. A thorough check must take place before starting work so that any complications are found before the installation proceeds. Keep Service Field Manager informed of any problems onsite or of any discrepancies. Thoroughly check the delivery on Day 1 for any obvious shortages or damages that may have occurred. This is vital in order for spare items to be shipped to site in time for scheduled finish dates. Ensure all Installation paperwork is completed correctly with codes of any extra parts used. Any follow up or snagging issues that need attending to must be recorded on paperwork and highlighted verbally to the Helpdesk and Service Field Manager. Responsible for ensuring all aspects of the Installation process are completed to the correct standards. Produce high quality work in all areas of responsibility within agreed timescales <p>Service</p> <ul style="list-style-type: none"> Undertaking planned preventative maintenance activities as per maintenance schedules, ensuring that you sign in at all service locations prior to commencing your work. Undertaking reactive breakdown repair – Working to determine root cause. The service operation is clearly defined on the relevant paperwork; however, your support to stores must go beyond filling out forms. Whenever possible make the Store Manager is aware of any husbandry problems and give practical examples, i.e. clean the algae on the inside of some tanks to illustrate what they should look like. Clean filtration sumps and filter areas of boxes and clutter. Make yourself aware of any special instructions or work that needs to be carried out at service locations, discuss any issues you have with the Helpdesk team at CASCO H/O. Responsible for completing all relevant paperwork correctly and that all details are included and that the customer's signature is present where required. Speak with store personnel and provide ongoing training on all elements of the filtration systems. Check the condition of livestock and complete the required report. Complete water quality as required and record on paperwork. Ensure that all parts used out in the field are coded on the relevant paperwork, this is essential for our 			

efficient operation and invoicing to CASCO clients. If a part is not known call into CASCO H/O and find out the number so it can be manually updated.

- If parts are required during a service or call out, then a PO must be sought from the client. In this case you must call CASCO H/O and report any required PO's prior to commencing any work.
- Email all paperwork to the Helpdesk team.
- At the end of each day you must ensure that your Mile IQ drives are classified, and expenses entered in Concur. All expenses receipts must be sent by post to CASCO H/O monthly.
- Ensure parts in service vans are kept an adequate level to ensure that service can be completed when scheduled. Keep track of what's been used and notify the Helpdesk team when parts are running low (before your run out).
- Manage returns and warranty parts. If you replace a part within a store it may still be covered under warranty to the client. To ensure that CASCO do not lose money we must have these parts back to return to our suppliers for refunds. Make a clear note of where the part has come from and date changed and drops back at the office at the earliest opportunity.
- Keep your company vehicle clean at all times, inside and out. All vehicles are no smoking areas.
- Follow the service itinerary as planned, do not make changes unless requested and or authorised by CASCO H/O.
- Cover the emergency pager when on Rota. Ensure that when you are responsible for the pager that you are able to attend call outs when required. Call outs should not be put off unless it is not possible to get to the store location before closing. Make yourself aware of the pager operation by referring to the specific instruction document available from CASCO H/O.
- Attend regular review meetings with the Service Field Manager to discuss recurring issues and plan solutions for the future. Feedback your experiences out in the field.
- Responsible for informing helpdesk of any alterations to the daily schedule or reasons for any uncompleted work.

Other

- Be prepared to work in warehouse on production lines should it be required.
- Feedback to production any ideas / issues.
- Travel required (Europe and Rest of the World – weekend travel sometime necessary to be able to arrive on site when required).
- Work the hours required to ensure the job gets done within the set deadlines.
- Lead by example
- This role involves lots of standing, walking and some manual lifting always whilst paying close attention to the health and safety of yourself and those around you.
- You will be working as part of a close team and you'll need to build excellent relationships
- You must be able to follow instructions exactly as you are directed and not take short cuts or implement process improvements without following the correct procedure.
- Generating and implementing continuous improvement ideas
- Demonstrate a professional attitude ensuring that customer expectations are fully met.
- Always ensure customer satisfaction.
- Take ownership of and endeavor to resolve all customer issues.
- Escalate issues to the next level when the need arises.
- Support other members of the team where necessary.
- Adhere to all relevant company Health and Safety procedures.
- When completing work at our customers sites you will be expected to maintain acceptable standards of personal dress, hygiene and presentation.
- Ensure you conduct yourself in a polite and courteous manner when working on our customers sites.
- Ensure van is stocked and has all relevant consumable items and tools required to carry out your duties.
- Ensure all paperwork is accurately completed.

- Evaluate processes and procedures, recommending changes or modifications for improved efficiency.
- Maintain a clean and tidy work area.
- Provide support to colleagues and other teams in the organisation where required and deliver great customer service internally and externally.
- 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.

Contacts	
External	Internal
<ul style="list-style-type: none"> • Customers • Contractors 	<ul style="list-style-type: none"> • CASCO Management Team • Helpdesk Operators • Accounting/Stock Control • Installation & Service team

<p>Qualification, Experience, Skills and Personal Qualities</p> <p><u>Qualification & Experience</u></p> <ul style="list-style-type: none"> • Experience in the animal (pet or vet) industry would be an advantage • Overall knowledge of electrical, and plumbing installations • Excellent DIY skills • Required full clean driving licence • Required secondary education <p><u>Skills</u></p> <ul style="list-style-type: none"> • Highly customer focused with excellent verbal communication and interpersonal skills as the role involves describing and explaining in a suitable manner technical aspect of CASCO products • Self-driven with positive outlook and a desire to succeed • Exceptional customer service • Ability to work often under pressure with the aptitude to multi-task • Good writing and arithmetic skills required • Very high-quality standards • Good problem-solving skills • Due to the diverse markets that CASCO operate in additional languages would be an advantage • Logical and methodical and exceptional attention to detail • Ability to effectively adapt to change • Prepared for all aspects of labour including manual lifting • Flexible approach to working hours and comfortable with overnight stays on a weekly basis <p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Reliable and flexible • Punctual and organised • Team working skills • Self-starter, enthusiastic, energetic, confident • Approachable and able to effectively build rapport with a diverse range of people • Determination and commitment to completing each job to the highest standard and on time
<p><u>Package</u></p> <ul style="list-style-type: none"> • Full time • Competitive salary • 20 days holiday per annum plus bank holiday • Company bonus subject to achieving annual target • Company vehicle provided with tools • Uniform • Company iPad and mobile • Auto-enrolment Pension • Wellness Health scheme