

## HVDS

### Job Description and Role Competencies

<b>Job title</b>	<i>Engineer (Site Services Operative)</i>
<b>Reports to</b>	<i>Contracts Manager</i>

#### Job purpose

The role of the engineer is to carry out the fitting, servicing and cleaning of air filters in air filtration systems. The role requires service delivery for customers throughout the UK, in accordance with the sales team brief and to a high level of customer satisfaction.

#### Duties and responsibilities

1. Reporting on time, travelling throughout the UK in company vehicles, with regular overtime and overnight stays to meet the needs of each specific customer project.
2. Fitting, servicing and cleaning of air filtrations systems in accordance with the sales brief. This will involve lifting, carrying and climbing of heavy materials.
3. Building strong, sustainable relationships on site with customers by upholding HVDS brand values and demonstrating professionalism, courtesy, friendliness and helpfulness. Exhibiting, enthusiasm, willingness and a positive outlook to internal/external customers.
4. Working in a team of two or three, unsupervised, collaborating effectively to meet project brief on time and within budget, managing own time.
5. Taking initiative in solving problems, demonstrating a 'can do' approach.
6. Full, accurate and on time reporting.

#### Qualifications

Full, clean driving licence	Essential
IPAF, First Aid, Confined Space etc	Not essential

#### Working conditions

While the core hours of work are X to X, the role requires regular work outside of these hours, including earlier starts, some overnight stays and occasional evening and weekend work. The job also requires working in confined elevated spaces and can involve operating in a dirty environment.

#### Physical requirements

A good level of physical fitness is required in order to meet the demands of heavy lifting and climbing to work in confined roof spaces.

#### Competencies (Knowledge, skills, experience needed for the job)

**Communication skills.** Build strong, sustainable relationships. Demonstrate active customer focus through affability, helpfulness, courtesy and professional manner.

**Self management.** Work unsupervised and self motivate to work hard and diligently to meet deadlines. Demonstrate initiative without need for constant guidance.

**Positivity.** Demonstrate 'can do' approach to solving problems. Foster enthusiastic, positive outlook and exhibit ability to adapt to needs of the job.

**Record keeping.** Accurate, in full, on time recording without supervision.

**Team work.** Collaborate with 'on site' and 'at office' teams to meet each project brief. Work diligently to fulfil requirements of own role as well as supporting teams to meet the needs of the business.

#### Direct reports

None OR supervisory responsibility for direct project team members