

**VACANCY TITLE**

Service Engineer – Full Time
(PT Role also considered (20 hours, salary pro rata))

VACANCY NUMBER

000006

CLOSING DATE

Thursday 30th June 2022

SALARY

Salary dependent on experience – please email cconcannon@swp.uk.net

THE ROLE

Based at our national distribution centre located in Haydock you will support the day to day running of our Service department, managing the repairs of welding machines as well as building CEA machines for despatch. The role involves liaising with key stakeholders within the sales team, warehouse and our customers and also working closely with the Service Manager.

KEY RESPONSIBILITIES

- Manage/oversee the repairs of all SWP welding machines - warranty or non-warranty
- Implement the current warranty procedure, advise on any future changes required and why
- Ensure all repairs are done in a timely / economic manner, working with the Office Manager and internal sales team
- Charge for all work carried out that is non-warranty using discretion / communication with the Sales Director
- Review service manuals for welding machines as required to ensure all information is up to date / correct.
- Review all spares that are held to support the full range of SWP welding machines sold in conjunction with the Sales Director
- Communicate with suppliers directly on product issues that may need addressing
- Advise of any concerns relating to safety or performance of stocked products plus any products under consideration for supply
- Support the internal and external sales force with technical customer enquiries that are repair related
- Work closely with the Sales Director and CEA Sales Representative with regards to CEA machine demonstration requirements
- Assist with the building and testing of all welding machines for despatch to complete orders as required
- Assist with the building of compressors to meet special orders as required
- Assist with works order builds & Air Tool repairs as required giving assistance to the warehouse staff in Haydock
- Travel when required to welding machine / suppliers in general for product training as required

REQUIREMENTS**Minimum qualification of L3 in Electrical and Electronics Engineering**

- Industry experience (3 years plus) and product knowledge essential
- Good communication skills
- Strong organisational skills
- Highly driven and pro active

Please complete the form at <https://specialisedwelding.co.uk/vacancies-apply> remembering to upload your Cover Letter and CV to apply for this role.