

**VACANCY TITLE**

Service Engineer Manager – Full Time

VACANCY NUMBER

000005

CLOSING DATE

Thursday 30th June 2022

SALARYSalary dependent on experience – please email cconcannon@swp.uk.net**THE ROLE**

An exciting opportunity for an experienced engineer has arisen. Based at our national distribution centre located in Haydock you will manage the day to day running of our Service department. The key element of the role is managing the repairs of welding machines as well as building CEA machines for despatch. The role also involves liaising with key stakeholders within the sales team, warehouse and our customers, as well as guiding and supporting the Service Engineer.

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
- Provide relevant guidance, training and support to the Service Engineer
- 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 (5 years plus) and product knowledge essential
- 5 years plus electrical engineering experience
- Management/leadership experience 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.