

EMPLOYMENT OPPORTUNITY



Job Title Service Technical Support

Role A **Service Team member** based at Head Office facilitating work carried out by site engineers installing, servicing and repairing M&E equipment on water & wastewater treatment sites across Ireland. (Full Time)

Location Operations - Head Office, Newry

Salary Competitive rate of pay

Job Description

The service team work closely together to provide excellent customer care to ensure that FME remain the preferred supplier on future work. An interest in understanding, investigating and problem-solving issues of a mechanical/technical nature will serve you well in this role. A valued team member will enjoy a busy office environment where they can demonstrate an energetic, creative and upbeat approach to challenging situations – whether its troublesome equipment, delivery delays or tricky customers!

Main duties include:-

- Become knowledgeable and technically competent of FME product range & wastewater equipment
- Liaise with customers directly on service & repair issues and assess their requirements.
- Liaise with colleagues and suppliers in determining a solution
- Provide proposals and prices to customers
- Process orders through from sourcing of materials, planning the work, preparing the job to invoicing and payment stages
- Assist in scheduling of site engineers and planning of weekly work diaries
- Manage key accounts and contracts in accordance with the customers procedures, reporting and KPI requirements.
- Receive & interpret site reports, communicate findings to the customer and make recommendations.
- Take part in internal & external meetings, training courses, occasional site meetings and surveys.
- Cover for fellow employees during absences and assist with general office and administrative duties to maintain smooth running of operations
- Help ensure the effective and efficient operation of the department
- Contribute to the development and improvement of the department by suggesting and embracing new techniques, technologies and ideas and helping put them into action

Criteria

- Essential - 2 years' experience working as part of a busy team in an office environment
- Essential - excellent organisational, attention-to-detail and verbal/written communication skills
- Essential - competency of common office software (Outlook, Word, Excel etc or similar)
- Essential - background or qualification in mechanical/technical based field
- Desirable - competency in accounts/workflow/CAD software (Sage, CRMs, databases etc)
- Desirable - background in service coordinator/support or wastewater industry role

The successful candidate will receive benefits including:

- 33 days holidays with 1 additional day every 5 years continuous service
- Health and Well-being Plan
- On-site free car parking

If you feel suited and are attracted to this role, please send your CV to

jobs@fmenvironmental.com