



BRIGGS

Job Profile:

Organisational setup	
- Position:	Field Service Engineer (x2)
- Location:	Field-based, from Briggs of Burton
- Department:	Customer Service and Support
- Reporting line:	Head of Customer Service and Support
- Reports:	N/A
- Indirect Reports:	N/A
Job Focus	
<p>At Briggs of Burton, we have a rich history dating back to 1732, making us one of the pioneers of process engineering in the world! Our knowledge enables us to deliver world-class sustainable and innovative solutions for our clients in multiple sectors such as brewing, distilling, pharmaceutical, healthcare and food.</p> <p>We are a small but mighty company of around 275 employees, spanning the globe with offices in the UK, the USA and Asia with big ambitions for the future of Briggs.</p>	
Job Description	
<p>We're looking for a self-motivated Field Service Engineer to join our growing Customer Service and Support team, with an attitude to go above and beyond in providing exceptional service and support to our customers</p> <p>The main focus of the role is to carry out service visits at our customers' production facilities. The majority of this work will be inspection or preventive maintenance activity across Great Britain and beyond, although there will also be other related activity such as customer care visits and carrying out site audits to capture the current installed base</p>	
Main tasks & responsibilities	
<ul style="list-style-type: none"> Attend customer sites to carry out inspection, maintenance and repair across the full range of BRIGGS' installed base Production of job reports detailing faults found and repairs required Take ownership and ensures that you deliver what is promised Ensure that all customer site regulations and requirements are met for every site visit Assist the Customer Service and Support department by providing relevant feedback through site visits Identify new service revenue opportunities You are the face of the company when on site and should always represent BRIGGS in a professional manner <p>This is a field-based role, so travel and some overnight stays will be required</p>	
Desired Knowledge & Professional Experience	
<ul style="list-style-type: none"> Experienced mechanical engineer with strong mechanical aptitude and knowledge of electrical engineering 	

- Have a methodical approach to work and demonstrate high level of attention to detail, with excellent fault-finding and diagnostic skills
- Computer literacy e.g. HubSpot, Microsoft Office, Concur
- Driving Licence is mandatory
- Authorised to work in the UK

Required competencies & behaviour

- Effective team player with the ability to work under own initiative
- Strong sales & service mindset with a customer-centric approach
- Good communication skills
- Willingness for national and international business travel

Remarks:

This job description is issued as a guideline to assist you in your duties, it is not exhaustive.

Due to the evolving nature and changing demands of our business this job description may be subject to change.

You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the Company.