

# Field Maintenance Representative Field based Role –

## Twickenham, Greater London

Each Field Maintenance Representative (FMR) will be responsible for visiting and re-visiting a set number of outlets, including independent and convenience shops, within the Twickenham area, covering the W, WC, TW, SW, UB, NW Postcode areas.

Each FMR will be required to follow a weekly schedule, implement re-brand changes, clean units, and carry out any required scheduled or reported service /maintenance visits. All work will be required to be reported back via PDA's. You will be responsible for a company vehicle van, PDA and the tools to do the job, you will be stand alone and have experience working in a fast paced environment. You are required to relay all customer issues to ITL Support Team at Head Office.

- Full training will be provided
- Working hours will be Monday to Friday 8am till 6pm with some flexibility required towards weekend work due to the nature of the role.
- Company Benefits, inc Company Van and Fuel Card (Business use only)
- Competitive Salary, plus London Weighting Allowance

Ability to work across the UK & ROI as required to meet business needs.

### What to expect:

- Servicing and repairing in store fixtures in their local region and be willing to work on other parts of the client estate as required.
- Undertaking additional activities including auditing, merchandising, surveying and Portable Appliance Testing.
- Effectively plan personal call coverage with the Project Management team
- Managing time effectively – Ensuring daily completion of the jobs in accordance with Company Service Level Agreements, planning routes and going above and beyond in order to get the job done
- Complete Unit re-branding and servicing within company guidelines
- Complete minor repairs / maintenance within company guidelines
- Record all visits via the companies PDA (Personal Digital Assistant)
- Co-ordinate and communicate personal stock requirements with the Project Management team to ensure adequate stock levels are in place to carry out the designated tasks
- To identify any changes to scope and report back to line manager/Project Manager as early as possible
- If requested to do so, to record any changes to scope as agreed by line manager/Project Manager
- To install equipment in line with company standards and current regulations
- Obtain client's/ Store signature as per brief requirements.
- To report any faults, breakages or equipment failures to your line manager

- Effectively plan daily travel schedule to optimise travel time and number of jobs completed each day.
- Apply the highest level of workmanship to all elements of the job and have a keen focus on Customer Service at all times.
- Work from written and verbal instructions, including drawings, diagrams, sketches, calculations using measuring equipment where appropriate.
- Ensure all premises are left in a clean and safe manner on completion of work.

### **What we're looking for**

- Full UK Driving License
- Experienced in working with power tools and conducting low and medium installation work including manual handling.
- Technically savvy with a keen interest in Technology & Electronics
- CSCS accredited - desirable
- Computer literate
- Excellent communication skills
- Able to work around clients and customers
- A flexible and proactive approach to work
- Determination to deliver work to a high standard
- The ability to work out of hours / on call as requested across the UK and ROI.