

SECTION A **JOB DESCRIPTION**

1. COMPANY:

Ellesco Ltd
Airfield Road
Christchurch
Dorset
BH23 3TG

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e-mail personnel@ellesco.co.uk
web www.ellesco.co.uk

2. JOB TITLE:

Service Department and Engineering Assistant.

3. RESPONSIBLE TO:

The Service Manager.

4. JOB PURPOSE:

To provide all aspects of customer support related to equipment supplied by Ellesco.

5. MAIN RESPONSIBILITIES:

- a) Take telephone calls for parts and service.
- b) Advise customers on technical issues.
- c) Produce quotations for parts, service engineers' visits and service contracts.
- d) Raise purchase orders for customers' parts, stock parts and services.
- e) Produce sales invoices, despatch documentation and purchase orders on computerised stock and control system.
- f) Check and sign off inward invoices against orders placed on suppliers.
- g) Book service engineers for site visits.
- h) Process service engineers' site reports for invoicing as required.
- i) Quote parts that are required from the engineers' site visit reports.
- j) Chase up quotations made to customers.
- k) Transfer stock by location on stock control system.
- l) Make up machine technical file and archive sales information when machinery sale is satisfactorily completed.
- m) Assist with the receipt and storage of stock parts, consumables and machinery.
- n) Assist with annual stock take.
- o) Assist with organisation of the biennial Mach exhibition held at the NEC, Birmingham and stand manning as required.

- p) Assist with generation of data for service and parts price calculations.
- q) Assist with the preparation of machinery for despatch to customers
- r) Assist with the preparation of samples for customers and with demonstration of machinery as required.

In addition to the job set out in this job description, the employee may be required to undertake additional or other duties as necessary within their capabilities and status to meet the needs of Ellesco Ltd, its customers and its suppliers.

And (for information) other tasks covered by the Service Department team:

- a) Arranging transportation and delivery of machinery and ancillary equipment, and liaising with customers to arrange safe off-loading and siting. Giving advice on power and other services as required and organising appropriate service engineer cover for commissioning and training.
- b) Assisting the Service Manager with the optimal use of company vehicles and ensuring that Ellesco meets all relevant legislation. Maintaining company and statutory records relating to company vehicles and their drivers.
- c) Responsibility for the smooth operation of all the I.T. systems and procedures within the company.
- d) Responsibility for all the telecom systems used within and by the company.
- e) Maintenance and monitoring of Health & Safety procedures within the company, both statutory and elected, and liaising with other companies and agencies to ensure they are aware of any hazards associated with the use of our products or services.
- f) Assisting with the preparation of Risk Assessments and statutory documentation relating to Health & Safety.
- g) Assisting with building and infrastructure maintenance and ensuring Ellesco complies with all local and national regulations relating to industrial premises.

6. LOCALE:

The employee will act as a member of the Service Department based in Christchurch.

7. DISCRETION TO ACT:

Authority to act independently will be vested at the discretion of the Service Manager or Managing Director in line with a satisfactory demonstration of competence by the employee.

8. RELATIONSHIPS:

Internal: the employee will relate to other staff members on an ad hoc basis as aspects of their work relate to areas of responsibility covered by colleagues. Formal meetings will take place where specific projects need to be discussed with the project manager and / or other colleagues.

External: the employee will develop and maintain effective communications and working relationships with all Ellesco's customers, suppliers and subcontractors.

Courtesy will be extended to all persons working at, and having business with, Ellesco at all times.

SECTION B PERSON SPECIFICATION

1. QUALIFICATIONS:

Education to 'A' level standard. Lesser qualifications will be considered if the candidate can demonstrate an aptitude for the post.

2. REQUIREMENTS:

- a) A strong interest in all things engineering and production based.
- b) Confident and succinct use of the telephone.
- c) Administration; maintenance of records and use of I.T. applications to a good standard (with particular use of Word, Excel, Outlook and databases).
- d) Ability to network and work with customers to achieve full potential of machinery supplied by us and to promote best practice use of our products.
- e) Take initiative. Work with only general supervision.
- f) Communicate with others on matters of importance to the area of work, getting the message across and reaching agreement.
- g) Willingness to cover for other employees in their absence.
- h) Ensure customers' needs are met at all times.

3. ADVANTAGEOUS:

- a) UK driving licence.
- b) Passport.
- c) Ability to interpret machinery drawings and electrical, hydraulic and pneumatic circuits.

4. PERSONAL:

The employee will be responsible by their actions for promoting and fulfilling Ellesco's mission statement:

"To analyse your production need and offer a solution which exceeds your expectations in terms of performance, value for money and back-up; and to go on exceeding them for as long as you keep the machinery."

SECTION C GENERAL CONDITIONS

1. SALARY:

Upto £18,000pa commensurate with background and experience.

2. HOURS OF WORK:

The normal working week will be 37 hours: 08:00 – 17:00 Monday to Thursday with 1 hour for lunch, 08:00 – 13:00 Friday. However, the person appointed will need to be flexible including unsocial hours as may be necessary.

3. TERM OF CONTRACT:

Full time after satisfactory 3 month and 11 month reviews.

4. PAID LEAVE ENTITLEMENT:

25 days per annum plus statutory. Holiday entitlement is apportioned pro-rata in arrears. Compulsory holiday is to be taken between Christmas and New Year. Discretionary holiday may only be taken with the sanction of a director or the Service Manager.

5. PENSION ENTITLEMENT:

After 12 months, the employee will be eligible to join Ellesco's non-contributory pension scheme; earlier at the discretion of the company. The Managing Director will give details.

6. PERIOD OF NOTICE:

One month's notice will be given and is required, or the statutory minimum whichever is the greater.

7. CONDITIONS OF EMPLOYMENT:

The employment will be subject to satisfactory references and a medical.

8. IN SERVICE TRAINING:

The person appointed will be required to participate in In-Service Training Modules as deemed appropriate by the Service Manager or Managing Director.

9. MISCELLANEOUS:

The Service Manager will be responsible for carrying out regular work reviews with the post holder.