

Industrial Washing Machines (IWM) Ltd

ROLE: Service Engineer

About IWM

We are a small family owned business with a family and team centred approach. We are a growing, expanding and developing brand providing bespoke tailor-made solutions to a wide and varied range of clients and with increased global presence with global sales up 20% on the previous year. We do not rely on European 'just in time' supply chains.

About the role

The role is to support the daily operations of the Service Team, liaising between clients, Service Administrator and Service Manager to provide a proactive service and excellence in customer service and satisfaction to enable the effective, efficient provision of a quality service to our clients working to company process standards and operating procedures.

Main areas of responsibility

- Liaise and work with the Service Administrator on the allocation of jobs via Job Logic
- Work from Design issued engineering drawings to assemble machines
- Liaise and work with Design to resolve technical issues and on any modifications or improvements that can be made
- Check the quality of incoming components and liaise and work with Stores on incorrect or damaged items
- Use of pneumatic and electric hand-tools
- TIG welding of stainless steel and aluminium components
- Responsible for looking after all company vehicles, tools & machinery
- Fit out external and internal components of machines
- Trouble-shoot and resolve service and warranty issues swiftly
- Liaise and work with Manufacturing and Electrics on maintenance issues when requested to enable accurate fault finding of problems
- Liaise and work with the Service Manager on any service or warranty issues
- Meet daily and weekly targets and report progress daily to the Service Manager
- Carry out work with a focus on high quality output
- Support commissioning and installation of machines
- Support Manufacturing as and when there is no service work available
- Liaise, support and work with Manufacturing and Electrics on maintenance issues when requested to enable accurate fault finding of problems
- This list is not exhaustive.

Key Skills

- 5 - 10 years electrical & mechanical experience essential
- Understand and read engineering drawings essential
- Flexibility on working patterns & times essential
- Willingness to travel outside of the UK essential
- Previous machine build experience desirable
- TIG welding stainless steel desirable
- Self motivated and focused, with a flexible attitude
- Good attention to detail, with high levels of accuracy and a commitment to quality
- Able to work on and use own initiative and problem solve
- Strong communication, team working and people skills

- Demonstrate a professional and courteous attitude
- Act with integrity and honesty
- Positive attitude to innovation and change
- Looking to build a career in a fast growing business.

Salary: Competative £13.00 - £14.50 ph, Dependant on experience

Benefits: Company pension
20 days annual leave
Paid statutory bank holidays (8)
Additional gifted days during Christmas shutdown
Profit related bonus

Direct Reports: 0

Location: Kings Norton, Birmingham