

## **JOB TITLE: Technical Services Manager**

**Responsible to: Operations Director**

### **Job Description**

There is a need to fill the position of **Technical Services Manager UK**. This role will manage the delivery of Technical Services to customers in the UK, taking responsibility for our **Field Engineers**.

### **MAIN JOB FUNCTION**

- To organise and schedule service activities to ensure the Field Engineers' efficient and profitable operation by satisfying customers, supporting their Retail operations and enhancing customer relations.
- To organise the Field Engineers and in particular, control resources and utilise assets at a level commensurate with profit and service delivery targets.
- To maximise Field Engineer profitability through the effective delivery of Field Engineering Services to customer sites at the right time and with the right equipment to ensure customer operations are kept within SLAs.
- Ensure the Engineering resources are fully utilised.
- Deliver a 100% accurate view of all stock holdings under Field Engineer control.
- To create an environment where the department and its employees develop and excel.
- To enhance the reputation of KFP at every opportunity when interacting with others.

### **KEY TASKS AND PERFORMANCE OBJECTIVES**

- Manage resourcing and staff management for the department, to ensure the best staff within Field Engineering are retained and developed.
- Ensure that the Department achieves target and budget objectives by ongoing examination of accounts and daily & weekly operating controls and SLAs.
- Responsibility for Engineering fleet, servicing and tracking of van utilisation.
- Manage timely processing and cost allocation of engineers, their expenses and overtime.
- Take responsibility for all staff issues for the Field Engineers, with assistance where required from HR, including hiring, disciplinaries, probation, etc.
- Overall control of engineer diary management, to ensure cost effective use of engineering resources.
- Ensure that appropriate action is taken where adverse variations to target and SLA achievement occur or inadequate performance is suspected. Instigate actions and strategies to bring about necessary improvements.
- Ensure accurate recording of parts and service times, job costing and invoicing in the Field Engineering team.
- Improve on the quality of KFP's commitment to customer service and retention by enhanced facilities, improved technical skills and high standards of quality workmanship as well as best practice in customer handling and communication.
- Ensure correct items are shipped to arrive at site on time to minimise engineer time on site, with zero delivery failures.
- Ensure that all Employees are committed to the principles and ethics of KFP and that these principles form the cornerstone of customer service management.

- Maintain daily Engineer timekeeping and labour productivity records to monitor the effective use of labour. Monitor hours attended and worked in order to achieve labour efficiency targets.
- Maintain effective control of expenses in line with agreed objectives by regular review and comparisons with budgets.
- In conjunction with Finance examine (monthly) sales ledger information to ensure all outstanding billing has been actioned within due time periods set and customer queries and concerns, responded to and resolved within 24 hours of their being raised.
- Establish and maintain a training needs program to provide satisfactory levels of knowledge, skill, job satisfaction and cost-effective development of key personnel.

**SUMMARY OF OVERALL RESPONSIBILITY:**

Getting the right engineer to the right place at the right time with the correct equipment and kit to successfully deliver the appropriate technical services within SLA.

**OTHER DUTIES**

Any other duties as and when required by the KFP Board that are reasonably within the capabilities of the person and are aimed at achieving the company's objectives and goals.

**QUALIFICATIONS, TRAINING AND EXPERIENCE**

- Technical skills, knowledge and experience of the IT and Retail EPOS industry.
- Skills in applying and using knowledge in a management position.
- Ability to organise administration, control systems and financial resources.
- Leadership and coaching attributes.
- Relevant and up-to-date knowledge of equipment design, manufacture, consumer and manufacturer legislation, industry and trade practices.
- Technical, Professional and Engineering qualifications would be an advantage.
- Experience and knowledge of modern business methods and financial control. Skills in using this knowledge in a practical way.
- High standards of numeracy and literacy and strong communication skills.
- Knowledge and experience of Service Management Systems (Ticketing, etc) and WMS (Piece picking and management of serialised items)

**OTHER KEY SKILLS**

- Good people management skills and experience.
- Strategic thinker, able to manage stake holders effectively.
- Polite and tactful personality
- Ability to plan
- Able to work calmly under pressure
- IT and Engineering skills

