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| **Job Title:** | Smart Maintenance Engineer | | **Department:** | Smart Maintenance |
| **Grade:** |  | | **Reports to:** | Field Manager – Smart Maintenance |
| **Number of Reports:** |  | | **Most Senior Report:** | Service Delivery Manager – Smart Maintenance |
| **Role Outline: U**ndertake various activities using hand held tools to work on smart meters in a non-technical perspective under limited scope MACOPA . There is no live electric or gas work so no previous technical qualifications are required or given. Once done record all details of the visit on a PDA/tablet or other equipment as required, to the relevant and current standards for new and existing customers. This will entail supporting the business from a field based role visiting properties assigned to undertake work in relation to smart meters for both domestic and commercial customers.  This includes but is not limited to; re-communication processes on Gas and Electric smart meters changing sims cards, modems and small gain aerials, re-joining smart devices to the network whilst in contact with energy companies, exchanging batteries on gas token meters, installation of high gain aerials on externals of the property using ladders, completion of site surveys and other supporting work that require a field based engineer to visit properties. | | | | |
| **Key Performance Indicators** | | **Key Responsibilities** | | |
| * Would vary dependant on location and product service, but clearly defined locally. | | * Flexibility to adapt working hours to meet with customer/client requirements. * Provide excellent Customer Service to meet the standards expected of M Group. * Adhere to strict health & safety guidelines. * Calling customers to advise time of arrival. * Provide accurate information and data via tablet. * Promote MDS image at all times. * Be able to recognise health & safety risks and report accordingly. * Carry out ad-hoc work as and when requested such as carrying out surveys or verifying customer details * Achieve and exceed work performance targets and adhere to ISO 9002 procedures * Other duties may be undertaken as and when required, in particular when new business is gained | | |
| **Skills and Qualifications** | | **Competencies and Knowledge** | | |
| Essential   * Excellent organisational skills * Ability to adapt to changing needs. * Experience of using hand tools * Experience of outdoor working * Willingness to develop in the Protect My Property brand   Desirable   * Experience within a meter reading role and ideally smart meters. * Experience of using hand tools and small 18v power tools. | | Essential   * Dedicated to the provision of excellent customer services * Self-motivated and enthusiastic * Good knowledge of local and surrounding areas. These areas can change as the demand requires. * Ability to self-motivate as lone working role. * Develop a team atmosphere through hard work, calmness and consistency whilst working unaccompanied * Ability to adapt to changing needs of the business. * Dealing with complexity * No colour sight deficiency (due to nature of work) * Full Driving licence * Ability to learn quickly and grasp new tasks/oppurtunities.   Knowledge:   * Ability to lift, carry and climb ladders, ensuring conformance to health and safety requirements * Ability to use hand & 18v power tools.   Desirable   * Experience of smart meters * Some electrical knowledge and have proven background through recognised apprenticeship or hold similar qualification * Sales & Customer facing experience. | | |