

## Job Profile

Job title: Junior Service Engineer

Reports to: Branch Manager

Post purpose: Service and Support Engineer for Gerber CAD/CAM Equipment and Medical Equipment in Gauteng and Surrounding Areas

Requirements: Valid Driver's License  
Valid Passport and be willing and able to travel abroad  
2 Years Electronics Experience and N6 (Electronics) or equivalent qualification

Key performance areas:

Post-Sales Support:

- Managing and Honouring SLA's
- Process Management
- Standardization

Customer Relations:

- Communication with Customers
- Phone Troubleshooting
- Keeping up to date with status of part orders
- Post Repair Communication

Engineering Capability:

- Troubleshooting
- Efficiency in Repairs

Time Management:

- Log and Report Management
- Response Times
- Prioritization of SLA Customers

Knowledge of your products and services:

- Ensure familiarity with the products serviced and sold
- Aim to become an expert in the technology

Written Communication:

- Customers
- Order Department
- Sales Department

Revenue Generation and Recording:

- Recording of Service Hours at the right Quantity and Rate
- Charge-out for Travel, Time, Parts, Other

Stock Management and Efficiency:

- Communications with Stock Department
- Order and Delivery Monitoring
- Internal Communications on Stock Availability

Upskilling:

- Keeping customer abreast of new technologies
- Up to date with Technology, Offerings

Liaison with sales team:

- Always give the sales team your full co-operation and immediate attention if they require any information from you
- Industry Knowledge

Image:

- Ensure that a good image is projected by all employees. This being efficiency, courtesy, helpfulness, appearance and cleanliness. Always wear attire suitable to the customer being visited and ensure appearance is fresh and hygienic. Ensure that the required level of discipline is being maintained at all times by all employees. Treat co-workers in a respectful and polite manner
- Ensure that customer queries and complaints are dealt with in an efficient, prompt and courteous manner, thus achieving customer satisfaction. After dealing with a complaint, completing a full report and hand over to the Manager. Ensure that Manager is made aware of all complaints
- The telephone must always be answered promptly and courteously. Tone of voice must be friendly but professional
- Build rapport with regular customers

Confidentiality:

- Do not discuss any business related matters with outsiders.

Core competencies:

Knowledge of:	Skilled in:	Ability to:
Microsoft Office, Excel, Word, PowerPoint, Parts Locations	Engineering relating to equipment service	Work under pressure
	Board Repairs	
	IT Software Packages	
	People management skills	Be efficient and precise
Customer Relations	Leadership and computer skills	Be creative and innovative
	Highly Organized	Have attention to detail
	Oral and written communication	Use good judgment
	Customer service orientation	Be energetic and tolerant
	Telephone etiquette	Have tenacity and be adaptable