

## Refrigeration Engineer

<b>Job Title:</b>	Refrigeration Engineer
<b>Department:</b>	Operations
<b>Reporting to:</b>	Field Service Manager
<b>Responsible for (staff):</b>	N/A
<b>Location:</b>	Field Based
<b>General Purpose of Role:</b>	To carry out planned and reactive refrigeration maintenance tasks safely and to an agreed standard within a defined portfolio of Co-op's stores to a required Service Level. To provide first line response to all emergencies during normal working hours and out of hours when on call.

## ACCOUNTABILITIES

- Timely completion of all refrigeration reactive and planned maintenance tasks allocated and completed to an agreed standard
- Be available when on call to ensure effective response & resolution to satisfy customer needs and escalating where appropriate
- Ensure compliance with all health and safety requirements and adhere to best working practices at all times
- To sponsor and complete refrigeration surveys and technical reports as necessary and to cascade all key data to relevant personnel throughout field operations
- Undertake relevant HR processes including, notification of absence, holidays, training needs and completion of timesheets
- You are what the client sees first; make a good impression (ensure you comply with dress code and maintain your vehicle in good condition)
- Achievement of tasks within SLA times and work orders opened and closed in real time
- Achievement of first fix and equipment uptime
- Deal with and make safe all Health & Safety related issues following processes laid down by the Health and Safety policy
- To work proactively to manage task volumes in conjunction with the Service Solutions team
- Ensure appropriate audits and checks (seasonal) are carried out in line with standards provided
- To order and fit parts or components as prescribed by company procedures
- To notify the Service Solutions team of procedural task condition on completion of works
- To provide regular updates to the Service Solutions team on task status
- Investigate and report in detail any problems and incidents
- To actively support colleagues building a teamwork approach e.g. – supporting with training and up skilling of apprentices and communicating regularly and assisting when required
- To provide Refrigeration support as required, e.g. advice regarding major operational issues
- To attend training courses as and when necessary to ensure personal development and keep your technical knowledge up to date
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary.
- Delivering an excellent customer experience

## KNOWLEDGE AND SKILLS

Specific Qualifications:

- C&G 2079
- Full UK driving licence
- CSCS card
- CO2 qualification
- ACRIB

Experience

- Significant experience ideally gained in retail environment
- Committed to delivering exceptional customer experiences

Knowledge

- Understanding of commercial refrigeration system technologies

Skills Competence

- Proficient IT skills
- Awareness of budgeting of parts and material usage
- Ability to work unsupervised in a pressurised environment dealing with store teams and members of the public
- Proficient IT skills
- Capable of prioritising a complex and demanding workload
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## VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

**OTHER FACTORS**

- This position will involve working 45hrs per week, working on call for 1 in 4 weeks and one Saturday in four.