

## Refrigeration Engineer

<b>Job Title:</b>	Refrigeration Engineer
<b>Department:</b>	Refrigeration
<b>Reporting to:</b>	Managing Engineer
<b>Responsible for (staff):</b>	None
<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 industrial, commercial and retail properties. 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
- As a client facing role you are required to ensure compliance with dress code and maintain your vehicle in good condition at all times.
- Ensure compliance with all health and safety requirements and adhere to best working practices.
- Take ownership of improving problematic sites to completion.
- Deliver an excellent customer experience, ensure compliance with dress code and maintain your vehicle in good condition at all times.
- Work towards the achievement of tasks within SLA times, work orders opened and closed in real time
- To act in accordance to the Health and Safety policy when issues arise
- To work proactively to manage task volumes in conjunction with the Planning and Dispatch team
- To order and fit parts or components as prescribed by company procedures
- To actively support colleagues building a teamwork approach e.g. – supporting with other trades or training and up skilling of apprentices and communicating regularly and assisting when required.
- To provide Refrigeration support as required
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary.
- Adhere to on call rota for effective response during out of hours issues.

## KNOWLEDGE AND SKILLS

Specific Qualifications:

- C&G 2079
- Full UK driving licence
- Recognised apprenticeship or qualification in relevant engineering services

- CO2 qualification (desirable)
- Hydrocarbon qualification – CARE (desirable)

## Knowledge & Experience

- Good understanding of varied commercial refrigeration systems including, packs, controllers and communication networks
- Electrical skills to include safe isolation, three phase equipment, inverters and control wiring
- Achievement of first fix and maximise equipment uptime
- Ability to work unsupervised in a pressurised environment dealing with store teams and members of the public
- Effective written and verbal communication skills
- Proficient IT skills, including smart phone technology
- Significant experience in the supermarket industry
- Awareness of budgeting of parts and material usage

## 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.