

**MOODY DIRECT LTD**

**JOB DESCRIPTION**

**Job Title:** Service Engineer

**Reporting to:** Service Manager

**Activities of the Company**

Moody Direct is a focused supplier of Process and Packaging products and services to the dairy, food, beverage, brewery, food, ice-cream, pharmaceutical, industrial, chemical and personal care industries in the following areas:

- Capital Equipment and Components – new and pre-owned;
- Machinery spare parts;
- Equipment maintenance services – scheduled and ad-hoc;
- Equipment testing and calibration;
- Projects & Commissioning;
- Plate Heat Exchanger integrity testing and refurbishment.

Offering a single source for the widest range of products at competitive prices, we represent some of the best known brand names in the industry providing both genuine and alternative spare parts and components.

The company product base includes:

- Tanks and vessels;
- Valves;
- Pumps;
- Pipework;
- Homogenisers;
- Separators;
- Fillers;
- Mixing equipment;
- Freezers;
- Heat Transfer Equipment and Pasteurisers;
- CIP Plants;
- Conveyor;
- Tablet forming machines.

### Principle Duties

- To carry out Service, Maintenance and Commissioning Work on Customers sites and in the Moody Workshops;
- To assist other divisions of Moody Direct in satisfying customer requirements;
- To ensure that all work is carried out safely and complies with all regulations including but not limited to Health and Safety at Work Act etc;
- To ensure that agreed procedures are followed at all times;
- To ensure that Site Documentation, Timesheets and Expenses Claims are completed and are submitted promptly and correctly to enable prompt invoicing or payment;
- To play an active part in the development, promotion and growth of all divisions of Moody Direct.

### Key Tasks

- To carry out Service, Installation, Re-location, Commissioning and Repair work within your skills and abilities. Equipment will include Heat Exchangers, Homogenisers, Centrifugal Separators, Valves, Pumps, Fillers and other process and packaging equipment;
- To develop good working relationships with your customers and colleagues and to promote the activities of Moody Direct;
- To attend regular service meetings;
- To maintain good communication with other Service staff and colleagues in other departments;
- To ensure all paperwork is fully completed, kept up to date and submitted promptly as required. Eg, Service Reports, Timesheets, Expenses;
- To help ensure that stock/parts are correctly booked to and from stores.

### Associated Tasks

- To be active in seeking out additional sources of revenue from our customers;
- To develop new skills and undertake training in order to progress career development
- To assist in the training of other staff;
- To keep abreast and up to date of developments within our industries by reading relevant industry journals and attending appropriate courses;
- To undertake any other tasks that may be reasonably expected.

### Key Result Areas

- Quality of workmanship;
- Customer Satisfaction;
- Health & Safety record;
- Efficiency and timeliness of work carried out;
- Timekeeping;

- Working as part of the team;
- New work won.

#### **Key Attributes**

- Meticulous/an eye for detail;
- Able to work on own initiative;
- Flexible and adaptable attitude;
- Conscientious and the desire to do a good job;
- Diplomatic;
- Personable, friendly and able to build both internal and external relationships.

#### **Formal Qualifications**

- Driving Licence – essential to the position

In addition, the Service Engineer must be prepared to undertake any reasonable requests made to meet the business needs of the company.

The nature of the position involves extensive working away on Customers sites around the UK, Ireland and possibly in mainland Europe. This necessitates antisocial hours, frequent weekend working, overtime and regular overnight stays in hotels.