

# Field Service Engineer / Demonstrator - Bedfordshire and surrounding areas

DEPARTMENT: Sales

## ABOUT THE ROLE:

This role is working for Numatic International in Chard, Somerset. However, you will be home based. Ideally, we are looking for people to join our team from Bedfordshire and surrounding areas.

The Floorcare Demonstrator Engineer is accountable for providing pro-active day to day field support for the Floorcare equipment range to new and existing customers by:

- Ensuring machines are fit for use (servicing and maintenance)
- Demonstrating the benefits and capabilities of the Numatic International Floorcare range to ensure machines are appropriate for the application (supporting the achievement of sales) whilst providing new user training on a chosen site.

You will be responsible for identifying appropriate support solutions for end users with minimal supervision to ensure customer needs are fully understood and efficiently met, including the benefits of Numatic International's Service Level Agreement (SLA) schemes. Tasks will include direct communication with customers and the Field teams, both verbal and written whilst updating and accurately maintaining a customer database.

Working hours will predominantly be Monday to Friday, however there is a requirement to be part of the on-call rota for weekends and bank holidays.

## RESPONSIBILITIES:

- Provide a timely reactive service to customer requirements as determined by demand and Service Level Agreements.
- Act as a point of contact for mechanical and electrical service and repair of Numatic International's products. Tasks may include testing of equipment, producing on-site repair estimates, managing an assigned stock inventory.
- Maintain daily communication with team and produce accurate and detailed assignment reports.
- Use technical knowledge and experience to assess and understand customer sites and requirements to inform recommendations and decisions for suitable products for demonstration.
- Demonstrate Numatic International's machines at customer-chosen sites to the highest professional standard, highlighting the machines assets with the prime aim to influence and achieve sales growth.
- Advise customers / end users on alternative or additional products to benefit their needs.
- Provide one to one or group coaching and / or formal training for daily end users of Numatic International's products, to ensure safe and correct operation, efficient use, and general maintenance.
- Act as an ambassador of the Numatic International brand ensuring professional presentation and by being fully equipped at all times (personal, vehicle and equipment).
- Achieve highly professional, effective standards of communication with internal / external stakeholders and customers.
- Use sound technical knowledge to ask appropriate questions and drill down to identify root causes of sometimes difficult or complicated queries / issues to identify and employ appropriate solutions.
- Diagnosis, service and repair of 3<sup>rd</sup> party/ competitor floorcare products in line with our Service Level Agreements.

## ABOUT YOU:

- You must have experience within a field-based role, preferably working with or repairing machines ideally in the Vacuum / Floorcare industry. However, training can be provided to candidates that demonstrate interchangeable skills in field repairs.
- Self-starter and able to manage own workload, meeting targets and prioritising jobs
- Experience of demonstrating machines to customers or have customer facing experience
- Ideally you will have electro-mechanical qualifications

**To be successful in this role you will be subject to a DBS check as the role involves working in schools and settings with vulnerable adults**

**Closing Date: 24/05/2024**

**SALARY: £32,682.72pa + on call rota premium and bonus**

**How to apply: Please send your CV and Covering Letter to [jobs@numatic.co.uk](mailto:jobs@numatic.co.uk)**