

VACANCY

Job Title: Mobile Service Engineer

Reports To: Business Operations Director

Location: Field Based

HRV GROUP

Launched in 2014, the HRV brand mission is to create and maintain indoor environments that are fresh, efficient, and comfortable for the people who live inside them. #indoorairquality

We are a leading residential ventilation contractor and service provider, installing and servicing residential ventilation systems on large sale projects of up to 1000 apartments, down to individual homes. We work with new build developers, contractors, social housing landlords, property maintenance and end users and we are on a mission to educate about the benefits of good ventilation and improving indoor air quality in homes! The HRV Group also have two other brands including The Air Shop (www.theairshopco.uk) and Pinnacle Ductwork (www.pinnalceductwork.co.uk)

JOB PURPOSE

The primary role of a mobile service engineer is to provide ventilation system servicing and repairs for our residential customers. You will be visiting our clients and working inside their homes so you will be the face of our brand and play a pivotal part in creating an excellent customer experience.

We are looking for someone with a passion for customer satisfaction, commitment to delivering a high-quality job. and a 'here to help and solve' attitude.

KEY RESPONSIBILITIES.

- Servicing or residential ventilation systems including MVHR/MEV/PIV
- System diagnosis and fault finding
- System testing and commissioning
- Remedial works including replacing parts and units
- Site surveys
- Customer communication – education on systems and answering questions
- Taking payments & issuing invoices
- Using mobile app to record and update job and asset information

EXPERIENCE, SKILLS, AND QUALIFICATIONS

- We need a full clean driving license with minimum of 6 years driving experience
 - 2 – 3 years' experience with ventilation, a/c, heating systems would be advantageous or alternative transferable trades
 - Customer Service Experience is essential
 - BPEC/NICEIC (domestic ventilation) desirable
 - CSCS/Skill Card required Electrical competency desirable.
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- Tier 1 Service Salary £22 - £30k DOE
 - Tier 2 Service Salary £30 - £40 DOE