



V A C A N C Y

FIELD SERVICE TECHNICIAN – DURBAN

*The above-mentioned position based at the Durban Branch
Reporting to the Branch Manager has become available.
Preference will be given to suitably qualified Previously Disadvantaged Individuals.*

PURPOSE:

The position reporting to the Branch Manager/Aftermarket Manager is to attend to service and breakdown issues allocated and to ensure that all processes are carried out in compliance with ELB Equipment procedures and standards. Ensure individual Service Target requirements are met effectively and efficiently in order to maintain customer service levels. In addition, to continuously strive for improvement of methods and systems.

KEY JOB FUNCTIONS:

Technicians are responsible for the diagnosis, repair, reconditioning, overhaul and maintenance of customer and company heavy equipment and components. Depending on the location and assignment, the technician will be responsible for some or all of the functions and duties listed below. These repairs may require working hours in addition to the normal work schedule for emergency calls or routine service as required. Flexibility and in-depth product knowledge are necessary for this position.

Key Responsibilities

- Identify and resolve breakdown issues and communicate plan of action to client and service manager
- Report warranty related problems to the business with a sense of urgency
- Assist, Compile and complete the necessary quotations, time-sheets, expense claims and reports for management
- Removes, disassembles, assembles, and installs components and parts.
- Identify the problem and cause of failure through logical troubleshooting steps.
- Determines reusability of parts in accordance with published Caterpillar reusability guidelines.
- Orders replacement parts ensuring that parts ordered are correct and complete at time of order.
- Cleans, repairs, reconditions, and maintains equipment and components.
- Tests, measures, and adjusts engine and machine systems and components.
- Prepares, inspects and operates machines prior to delivery.
- Keeps up to date with developments in tooling, technologies and systems.
- Prepares inspection and appraisal reports.
- Prepares accurate and complete service reports timely.
- Maintain a professional and proper personal appearance at all times adhering to company policy.
- Flexible to work after hours when needed to meet customer needs.
- Performs related duties as assigned.

Leadership - Business

- Proactively contributing to own area and department target results
- Actively and effectively contributes to Customer Service is of utmost importance , whilst striving for continuous improvement
- Must have knowledge about ELB Equipment market and customers

Leadership - Self

- Sets clear personal objectives and responsibilities, takes accountability appropriately for own area
- Promotes a culture of Team Work and encourages learning and sharing of skills & knowledge with assistants

Planning & Monitoring

- Primarily focused on day-to-day operations following own action plan and that of his team
- Provides reliable 'immediate' action steps to call outs
- Reports back to service manager of developments

Customer Relationships

- Is able to suggest solutions within customer requirements.
- Generates new and updates existing client data base information
- Communicates appropriate ELB brand / product features and benefits.
- Effectively sustains existing business network with a strong focus on protecting company short-term interests.
- Accommodates others to maintain working relationships.

Recovery Budget

- Awareness and understanding the individual will be measured in accordance to recovery levels

QUALIFICATIONS & EXPERIENCE:

- Qualified Earthmoving/Diesel Mechanic through an accredited training institution (copy to be attached to application)
- N2/N3 with the relevant subjects
- Industry related field service experience 5yrs would be essential
- Mechanical/Technical background and competence in understanding hydraulic and electrical diagnostic problems on a range of equipment (backhoe loaders, excavators, track driven crushers and power screens)
- Knowledge of the Industry & Earthmoving Equipment products
- Communication skills at all levels, Sound interpersonal skills (internal and external customer liaison)
- Must be in possession of his own tools of the trade (hand tools)
- Must be fluent in English and Afrikaans
- Knowledge of the area would be an advantage, but not a necessity
- Valid Drivers Licence

PERSONAL ATTRIBUTES:

- Sober habits as access to client sites with strict health and safety rules maybe in place
- A high level of enthusiasm, motivation and dedication
- Attention to detail
- Able to work effectively under pressure
- A proactive and challenging personality
- Able to solve problems independently
- Be prepared to work away from home for extended periods of time, as travelling is involved to site
- Be prepared to undergo a medical examination by an ELB appointed practitioner

*Candidates that are Interested and are Suitably qualified are encouraged to apply by forwarding a copy of their application form and supporting CV's to Athelia Hattingh in the HR, or by e-mail on or before 29 March 2022, late applications will not be considered. Related enquiries can be directed by telephone on Ext 730. If you have not had a response a week after closing date please deem your application as unsuccessful.
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