



After Sales Technician

Salary £40,000 - £45,000 per annum

Location Bordon, Hampshire

Please note this role is office based in Bordon, but you will be required to travel to various sites across the UK

About Us

We are one of the UK's most well established and leading specialists in permanent wall surface and door set protection, working within the Healthcare sector both NHS and private hospitals.

Profile

We are looking for a professional and efficient individual who has carpentry experience to take overall responsibility of our new aftersales initiative. This is an exciting opportunity for the right candidate to support our clients both with practical hands-on help, desktop support, and the handling of additional site requisitions.

You will be part of our Technical Team and will work closely with external customers and contractors to enhance the customer experience ensuring we deliver a first-class service.

The role will be office based but you will be expected to travel to various sites across the UK.

Main responsibilities

- Providing technical support to our customers and contractors 'after sales' both verbally, written and on site. You will be a key contact between our clients and internal stakeholders and will be confident in both a technical capacity and in resolution of issues and disputes.
- A high degree of product knowledge; manufacturing and installation process, unique product features and benefits, clear understanding of certification requirements.
- Providing technical support; ability to assist with installation issues, product design specification, maintenance, and repair, supporting and guiding contractors through the door fitting process and resolving issues.
- Collation and reporting of issues raised – agree & implement swift resolutions.
- Ownership of our installer training programme course delivering this both on site at our premises and on location.
- Monitor and report costs in line with budget guidelines.
- Record and log any quality issues reported and work with relevant internal stakeholders to undertake route cause analysis and identify appropriate solutions/course of action.

Key skills

- A professional and confidential individual with the ability to communicate at all levels.
- Experience of construction sites with the ability to engage with stakeholders at all levels.
- Carpentry experience and relevant qualification e.g., NVQ2 in Carpentry



- Technically minded with the ability to understand products, manufacturing processes and installation.
- Proficient in Microsoft
- Excellent communication skills, both written and verbal.
- Technical Product Knowledge
- Ability to coach and train both external and internal stakeholders.
- Can demonstrate proficiency in multiple competencies relevant to the role.

A clean current driving licence

Remuneration

We offer a generous salary circa £45K as well as other benefits including:

- Annual holiday - 31 days including bank holidays.
- Company bonus scheme.
- Wellbeing programme.
- Free parking.

We have strong Workplace Ethics:

Specialist – “*we are experts who continuously drive innovation and product development*”.

Dedicated – “*we love what we do and hold ourselves accountable to our clients and on another*”.

Sincere – “*we keep our promises. We go above and beyond and always tell how it is*”.

“We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.”