



THE OPPORTUNITY

Field Service Engineer - Hertfordshire

JOB OVERVIEW

Working as part of our national field service team you are integral to supporting our customers in providing a high-quality experience for their users by ensuring their Life Fitness equipment is operating at the top of its game.

Delivering a fix first-time approach, you will provide servicing and repairs on our industry leading cardiovascular and strength equipment within your territory (Hertfordshire). You will also build strong relationships with your local customers and provide technical support, advice and guidance on how to maintain the equipment to support its health and longevity.

Embodying Life Fitness as a partner of choice, you will also support our customers by recommending products and services that will help them further enhance their user experience.

POSITION TITLE: Field Service Engineer
DEPARTMENT: Customer Service
LOCATION: Hertfordshire, UK (Must live: SL, LU, AL, or WD)
HOURS: 40 hours p/w Monday to Friday

MAIN JOB RESPONSIBILITIES

- Manage all service requests efficiently and effectively to ensure that customers receive a prompt and professional service and equipment downtime is minimised
- Ensure that all equipment is maintained and repaired to the highest standards in accordance with company guidelines, so that the quality of service received by customers is second to none
- Liaise with gym staff at the beginning and end of each visit to ensure that their expectations are fully met and any problems have been resolved satisfactorily
- Use provided technology to process and fully complete service orders, ensuring customer satisfaction signatures are obtained for all work undertaken
- Develop excellent customer relationships with managers and gym staff to ensure the highest standards of customer care
- Manage van stock to ensure that the recommended stock levels are maintained, handled and stored responsibly. Any excess or faulty spare parts are to be returned regularly together with relevant paperwork.
- Promptly highlight and escalate all quality issues to assist the engineering and quality teams
- Liaise regularly with regionally based customer Support technicians and with operational and sales staff, ensuring open communication and a positive and supportive atmosphere
- Take responsibility for all health and safety issues in accordance with company policy so that any problems highlighted can be dealt with promptly
- Maximize sales opportunities and provide excellent customer service, through promotion of service products and contracts. Liaise with Life Fitness staff to ensure that leads are passed on accordingly

CORE
VALUES



PLAY AS
ONE TEAM



GET THINGS
DONE



DRIVE
INNOVATION

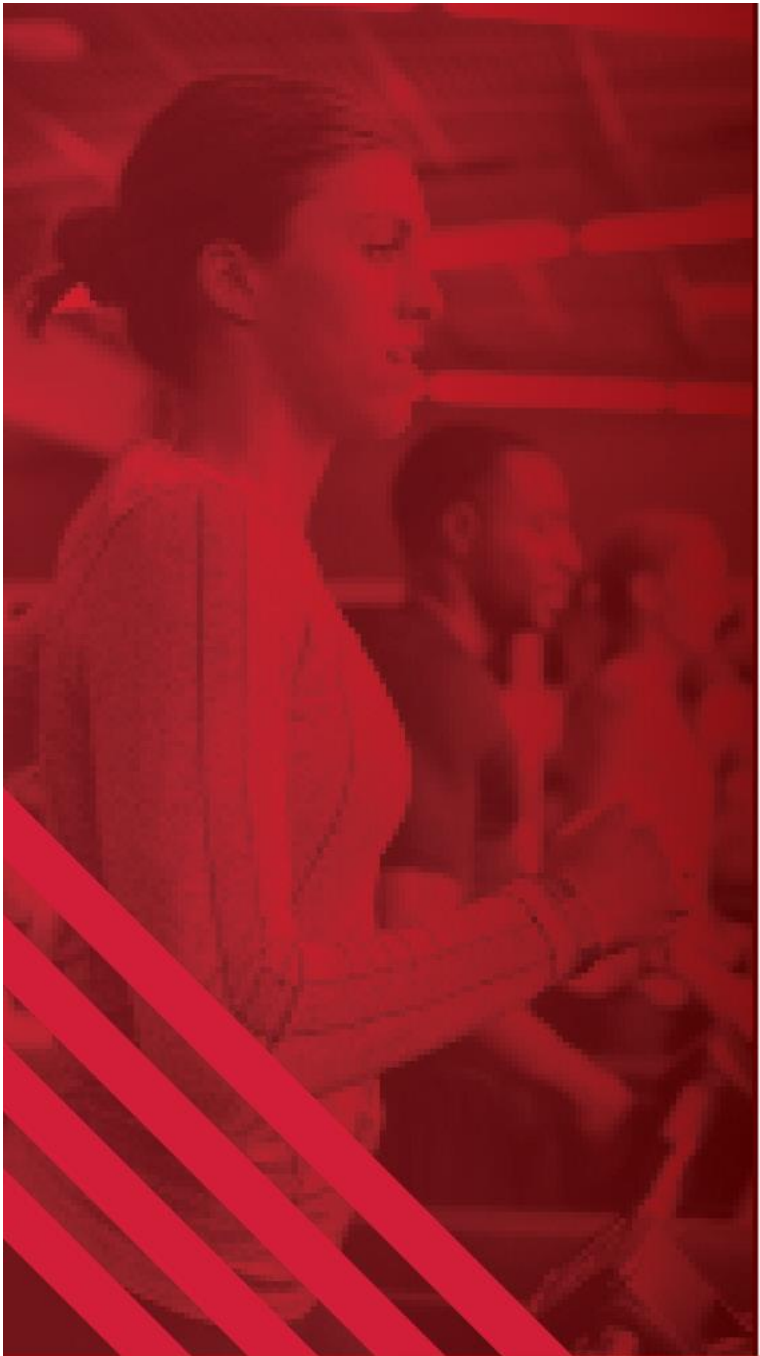


OUTPERFORM THE
COMPETITION



EMBRACE
CHANGE

 LIFE FITNESS
FAMILY OF BRANDS



KNOWLEDGE, SKILLS, AND EXPERIENCE

- Experience of repair or servicing electro-mechanical equipment, reading diagrams and schematics
- Be self-motivated and work well on their own initiative
- Demonstrate an organised and methodical approach to their work, keeping calm under pressure
- Be solution focused with a passion for continuous improvement
- Have a good standard of PC literacy and confidence with computer updates
- Have experience of Networks / Networked products

If you are interested in applying for this role, please send your CV and cover letter to uk.careers@lifel FITNESS.com

BENEFITS

- Full product training
- Company Van & fuel card, laptop, phone
- "On the road" lunch
- Private Medical Insurance
- Income Protection
- 4x Life Assurance
- Pension - increasing with length of service
- Quarterly & Annual Awards

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