

## Field Service Engineer (Scotland)

### Your tasks

We are looking for a Field Service Engineer to cover Scotland. The role will involve visiting customer premises to undertake diagnosis and repair, installation and calibration of garage equipment to ensure customer compliance and satisfaction.

The ideal candidate will come from a similar automotive background.

The nature of the role necessitates travel including some overnight stays and some weekends. Although weekends will be upon rare occasions.

### Duties include:

- Coordinate workload to ensure effective time management and efficient route planning. Where possible decrease travel time and increase productive time by planning work in geographic clusters.
- Deliver upon the terms of service agreements to ensure that customer equipment is calibrated in line with legislative requirements.
- Ensure all certificates are downloaded to the correct file location on a weekly basis.
- Carry out site surveys prior to installation, then full installation and customer training, sign off completion form with the customer and download to server.
- In the case of unplanned maintenance, respond quickly, change plans and communicate changes to all stakeholders.
- Fault finding and repair on breakdowns, plus planned preventative maintenance.
- Ensure all breakdown reports are downloaded to the correct file location on a weekly basis.
- Build solid customer relationships to support increased customer satisfaction.
- Focus on quality of service & first time fix, feedback any requirements to improve products or services.
- Working closely within a team of other engineers and service technicians
- Keep abreast of the latest technology and products, highlight training requirements to line manager.
- Ensure adherence to health and safety policies, company procedures, and ensure that work practices comply with the GEA code of conduct.
- Offer ideas for training that would benefit you and your peers equipping you with the skills and experience needed to achieve high levels of performance.

### Your profile

- A Level / BTEC qualified or the equivalent working experience.
- Previous experience in a field service engineer role or product support position, with proven problem solving and customer service skills.



Job ID  
**REF69249W**

Field of work  
**Engineering**

Location  
**Birmingham**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Automotive Trading  
UK Limited**

- Garage Equipment experience desired.
- Must come from a similar background with Mechanical experience.
- Full driving license required.

## **Our offer**

### What we offer:

- A competitive salary package with annual "Value Sharing Bonus" paid to all employees (subject to rules of the scheme).
- A generous contributory pension scheme.
- Healthcare cash back scheme.
- Employee Assistance Programme.
- 33 days holiday (including bank holidays).
- Employee discounts on Continental tyres and other products.
- Death in service insurance.
- Free on-site parking.
- Flexible working.
- On-going training and excellent personal development opportunities.
- Birthdays off.
- Access to discounts portal, including discount on gym membership.
- Free Thrive app access.
- Workwear provided annually.
- Cycle to Work Scheme.
- Option to purchase more holiday days each year.

Ready to drive with Continental? Take the first step and fill in the online application.

## **About us**

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.

The Automotive group sector comprises technologies for passive safety, brake, chassis, motion and motion control systems. Innovative solutions for assisted and automated driving, display and operating technologies, as well as audio and camera solutions for the vehicle interior, are also part of the portfolio, as is intelligent information and communication technology for the mobility services of fleet operators and commercial vehicle manufacturers. Comprehensive activities relating to connectivity technologies, vehicle electronics and high-performance computers round off the range of products and services.