

Job Description



Job Title	Gas Engineer
Department	All Regions
Location	K&T Heating Services
Reporting to	Area Supervisor Gas Engineer / Contracts Manager / Head of Region
Key Relationships	Area Supervisor Gas Engineer / Contracts Manager, Call Centre

Role:

To carry out heating repairs and servicing in occupied and/or empty properties in a courteous and polite manner. To make sure all aspects of work is finished to a high standard and within target, set by the client and K&T Heating.

General Duties/Key Responsibilities:

- To risk assess work/working environments before starting any works to avoid damages or injuries
- To undertake all work in accordance with Health & Safety Regulations.
- To undertake all work in accordance with The Gas Safety (Installation and Use) Regulations (GSIUR) 1998.
- To ensure correct uniform is worn at all times when representing the company
- To carryout servicing & repairs to heating/plumbing systems and appliances on behalf of K&T Heating achieving the company target of 90% First time fix.
- To attend all calls allocated to you inside target times, if delayed report to call handlers so the resident can be made aware of delays.
- To identify materials and parts required to carry out repairs to the set company standard.
- To record accurate logs of work undertaken and materials used capturing this on the company's PDA / I.T system.
- Where any further works are required you must liaise with K&T stores/admin teams then inform residents of timescale for completion of the work being undertaken
- To manage, control and be responsible for allocated van stock ensuring levels are kept.

Job Description



- To participate on the out of hours emergency call out rota and ensure procedures are followed.
- Be prepared to work flexible with the possibility of work outside normal working hours depending on the needs of the business
- Carryout your daily tasks in a helpful and professional approach prioritising customer service.
- To report any vulnerabilities or concerns to management via K&T code 4 system so it can be addressed and reported back to the appropriate client.
- To keep your allocated company vehicle clean and tidy at all times ensuring any waste is disposed of to company/HSE regulations

Please sign below to state you agree with the above duties and will complete them to the best of your ability:

Signed by Employee: _____

Date: _____