



# Job Specification - External

<b>Job Title</b>	Dual Fuel Engineer (Domestic Gas and Electric metering)
<b>Department</b>	Providor (Smart Metering)
<b>Location</b>	Field based – Location dependent on geographical area of work
<b>Reporting to</b>	Team Manager
<b>Responsible for</b>	Installation, exchange and removal of meters in a compliant manner

## Role Overview:

- To exchange gas and electricity meters in customers' homes and businesses
- Provide a first class service which includes a full demonstration to the customer on using their new meter
- Repairing and maintaining meters after initial install

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#### Qualifications and experience:

- MET1
- CMA1/CCN1
- Single phase electric
- MOCOPA (1a and 1c)
- REGT1 and polyphase electric (desirable not essential)
- Full UK Driving licence (no more than 3 points)



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## Responsibilities:

- To carry out installs, exchanges and removals as per the relevant method statement (in line with Company and Industry standards).
- To ensure service level agreements (SLA's) are achieved for works allocated.
- Respond to emergency call outs, as business needs dictate (as per rota system in operation).
- To ensure the efficient recording of all works completed or aborted.
- To offer a high standard of customer service to both the client and customer, keeping them informed of works being undertaken and fully demonstrating the meter after completion.
- To risk assess work/working environments before starting any works to avoid damages or injuries.
- To undertake all work in accordance with Health and Safety regulations.
- Report H&S issues encountered in line with company policy.
- A duty of care to ensure any potential risks encountered as a result of your visit are reported in line with industry guidelines, legal requirements & company policy.
- To take accountability for the vehicle & tools/equipment in your possession. This will include a regular stock take of material and regular checks of company van to ensure it is road worthy.
- To record / report any defects of the equipment in your possession.
- To ensure the professional representation of the company is maintained at all times, being clean and well presented in company uniform and being polite and courteous at all times.
- To attend all training and toolbox talks as requested.
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## What We Offer:

- EUSR registration.
- Company van for business use.
- The opportunity to work for a highly successful company in the energy services market.
- Company pension scheme.
- Access to flexible benefits schemes (which include but are not exhaustive of: childcare vouchers, discount for major retailers, access to mortgage advice, private health care).

## Necessary skills and abilities:

- Able to communicate effectively on all levels
- Able to work under pressure
- Identify and solve problems effectively
- Concise, attention to detail
- Able to manage duties effectively