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| Job Title: | Mobile Repair Technician | |
| **Business:** | **Taylor Wimpey Yorkshire** | |
| **Location:** | **Wakefield** | |
| **Reports to:** | **Customer Service Manager** | |
| **Main Interfaces** | Customers  Customer Service Department  Production Department |  |

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| Overall Purpose |
| To undertake both planned and reactive maintenance on occupied homes across the Taylor Wimpey Yorkshire geographical area. |

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| Key Activities |
| Repair |
| * Planned and reactive remedial work with respect to carpentry, plumbing, painting, dry lining and any other duties as directed by the CSM * Undertake the co-ordination of work as required * Undertake any inspections of issues as required by the Customer Services Manager |

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| Customer Service |
| * Regular customer liaison * Regular liaison with the Customer Service Department to ensure they are kept fully up to date. * Ability to remain calm and collected when faced with difficult customers, and situations, so a high level of personal integrity and respect for others is essential. * Ability to communicate accurately at the same level of understanding with the customer. * Honest and trustworthy |

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| Team work |
| * Provide support and assistance to other team members. |

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| Cost Control |
| * Plan and carry out work in a safe, cost effective manner. * To be aware and observe any opportunity to reduce costs and improve standards and ensure those ideas are shared with your team. |

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| Health, Safety and Environment |
| * Good appreciation of Health and Safety issues. * Good understanding of NHBC standards |

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| **Knowledge Required** |
| * Must be able to demonstrate experience and relevant qualifications / experience in at least one trade (mentioned above) with a willingness to further develop your skill base. * Strong working knowledge of building fabric maintenance. * Good all-round DIY skills. * Knowledge of building services water systems. * Previous experience of working in a public-facing, culturally diverse environment. * Clean and valid driving licence. |

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| **Qualifications** |
| * Relevant recognised trade apprenticeship |

If you wish to be considered for this role then please apply to Amanda Machon, Customer Services manager, [amanda.machon@taylorwimpey.com](mailto:amanda.machon@taylorwimpey.com) by **01 May 2015.**