

Regional Lead Demonstrator Engineer – South

DEPARTMENT: Service Care

ABOUT THE ROLE:

The Lead Demonstrator Engineer will lead a team of Engineer Demonstrators within the South (Midlands to South Coast), this involves managing the day to day coordination of workflow, manage staffing issues, ensure team efficiency and lead on any people issues in the area.

The Regional Lead Demonstrator Engineer will work remotely, lead a small team and provide technical advice to internal and external stakeholders. Using considerable discretion and independence the Regional Lead Demonstrator Engineer will directly liaise with the customer / end user to identify, organise and provide the appropriate products and support.

The role will be responsible for identifying appropriate support solutions for end users to ensure customer needs are fully understood, efficiently and effectively met, including promoting the benefits of Numatic International's Service Level Agreement (SLA) schemes. Tasks will include direct communications with customers and field teams, both verbal and written whilst updating and accurately maintaining a customer database.

This role is predominantly Monday to Friday however there is a requirement to be part of the on call rota for weekends and bank holidays.

RESPONSIBILITIES:

- Provide a timely reactive service to customer requirements and requests as determined by demand and any Service Level Agreement in place.
- Act as an expert point of contact for mechanical and electrical service and repair of Numatic International's products. Tasks may include testing of equipment, producing on-site repair estimates, managing an assigned stock inventory.
- Maintain daily communication with Floorcare Demonstrator Engineers and produce accurate and detailed assignment reports.
- Demonstrate Numatic International's machines at customer-chosen sites to the highest professional standard, highlighting the machines assets with the prime aim to influence and achieve sales growth.
- Advise customers / end users on alternative or additional products to meet needs.
- Provide one to one or group coaching and/or formal training for team as well as end users covering Numatic International's products, safe and correct operation, efficient use and general maintenance.
- Provide ongoing end user training for existing customers.
- Use significant expertise and sound technical knowledge to ask appropriate questions and drill down to identify root causes of sometimes difficult or complicated queries / issues to identify and employ appropriate solutions.
- Interpret data and Floorcare product specifications in order to directly respond to customer enquiries and / or forward the potential lead / enquiry on to the appropriate Floorcare teams for appropriate follow-up contact.
- Provide clear and concise instructions to own team or directly to the customer / end-user to resolve the identified issue.
- Collate and distribute customer experience feedback about Floorcare equipment (i.e. use of / common issues / suggestions for improvement) to relevant internal departments, including Quality Assurance, Research & Development, Communications and Marketing teams.

ABOUT YOU:

- Must have experience of leading a field based team or have significant time in the field and show the leadership qualities as a manager, allocating work and producing reports on performance and activity
- Floorcare industry experience in repair, service and demonstrating
- Experience of responding to customer enquiries and providing technical demonstrations, presentations and training.
- Demonstrable experience of effective problem solving and technical fault finding, working successfully as a lone worker and as part of a reactive service team.
- Ideally you will have comprehensive knowledge of Numatic International's products and parts to advise end users on alternative or additional products to benefit their needs.
- Demonstrable ability to follow technical specifications, with substantial knowledge in current and emerging safety standards.
- Experience of advising management with customer/ end user feedback.
- Competent in the use of Microsoft 365 suite (word, excel, outlook). Experience in TopDesk/ CRM systems would be advantageous.

Closing Date: 04/07/2022

SALARY: Up to 36,500 OTE, DOE + on-call Rota premium of up to £2.3K

How to apply: Please send your CV and Covering Letter to jobs@numatic.co.uk