

## **AUTOMATIC DOOR ENGINEER ROLE DESCRIPTION**

**Job title:** Automatic Door Engineer

**Department:** Service> Engineering

**Job type:** Full time, permanent

**Reports to:** Field Line Manager

**Primary location:** Field Based - Gloucestershire

**Head Office:** 1 Ambrose House, Meteor Court, Barnett Way, Gloucester, GL4 3GG

### **ROLE DESCRIPTION**

**Service, maintain and repair manual and automatic doors in compliance with regulations and health and safety standards, delivering excellent customer service.**

### **KEY RESPONSIBILITIES**

#### **Preparation and Planning**

- Maintain accurate van stock control and equipment storage in partnership with the Stores Manager
- Carry out monthly van, compliance and health and safety checks
- Stay up to date on industry trends to make sure we offer the most effective solutions for our clients

#### **Service Delivery and Fault Resolution**

- Service, maintain and carry out small works on manual and automatic doors and access control hardware.
- Diagnose and rectify faults across manual, automatic doors and access control hardware
- Respond promptly and efficiently to call outs
- Provide technical support on site and complete accurate documentation including job cards and service reports

#### **Compliance and Quality**

- Ensure compliance with company protocols, industry standards and health and safety regulations
- Act as our client's eyes and ears and proactively report safeguarding or compliance issues

### **Customer Engagement and Collaboration**

- Build strong customer relationships and consistently deliver outstanding service
- Represent the Sevenside Security Ltd professionally as our frontline contact
- Advise customers on improvements and upgrades to their manual or automatic door systems, and any control hardware such as maglocks, keypads, intercoms and readers
- Proactively identify opportunities to enhance customer safety provision, reporting clearly to Service Team Coordinators to follow up with quotations
- Work collaboratively and respectfully with Service Team Coordinators recognising their role in customer satisfaction and effective workflow management

### **Flexibility And Responsiveness**

- Participate in out of hours tech support and/or call out rota

### **SKILLS AND EXPERIENCE**

Preferably 2-3 years' experience servicing and maintaining manual and automatic door systems and associated hardware.

### **Technical and practical skills**

- Proven Automatic Door Engineer (or similar industrial door/access control background)
- Confident with manual aluminium and steel door repairs
- Hands on knowledge of access control systems and low voltage wiring
- Fault diagnosis of automatic and manual doors and hardware
- Servicing and maintaining all doors and hardware
- Completing technical documentation accurately
- Using specialist equipment and power tools
- Understanding regulatory compliance (e.g. DHF, BS EN 16005)

### **Competencies**

- Excellent customer service
- Reliability and punctuality
- Strong organisational skills
- Proactive problem solving
- Attention to detail
- Professional conduct and appearance
- Collaborative and respectful team player
- Ability to proactively identify potential upgrades

## **QUALIFICATIONS**

- EN16005 qualified – or keen to gain within six months (we'll fund the course)
- 18<sup>th</sup> Edition (desirable)
- Master Locksmith Approved (desirable)

## **REQUIREMENTS**

- All applicants must have the legal right to work in the UK, proof of eligibility will be required prior to starting employment (essential)
- This role is subject to an enhanced DBS check, you must be able to satisfy the requirements for clearance (essential)
- Valid UK driving licence (essential)

This job description is not exhaustive and may be subject to change. You may be required to undertake other duties from time to time, as reasonably required, to support the needs of Severnside Security Ltd.