



## SERVICE & SPARES SUPPORT ENGINEER – UK SITE, ST IVES, CAMBRIDGESHIRE

If you are interested in joining a growing company within Europe's largest industry, then SF Engineering may be right for you. As one of Europe's leading manufacturers of products and solutions for the global food industry, a career at SF is beyond what you would expect. At SF we realise that our employees are one of the keys to our success and this has been recognised with three awards at the Huntingdonshire Business Awards. We look for individuals who share our passion to succeed. As a leader in our field, we are growing rapidly and have a number of exciting positions available, including the role of **Service & Spares Support Engineer**. Reporting to the UK Service Manager, we are seeking an ambitious and experienced candidate who will have management responsibility to support the Service Department, ensuring a prompt and accurate customer service at all times in a fast-paced office environment.

### Responsibilities (not limited to):

- Source relevant and competitively priced spare parts and supply to customers
- Support the Service Manager and Field Service Engineers to ensure customer parts needs are being met within defined timescales
- Manage spare parts enquires from customers and co-ordinate solutions in partnership with Service Administrator
- Issue spares quotes for price, terms of delivery, terms of payment
- Prioritise spare parts to deal with breakdowns
- Proactive follow up and co-ordination with suppliers, accounts department and customers to arrange shipments/deliveries
- Manage any returns and replacement of defective items under warranty
- Visits to customer sites to discuss support / spares / warranty issues
- Manage full responsibility for issuing spare parts enquiries from customers and co-ordinate solutions with Service Manager
- Effectively manage creation of project related spare part packages ensuring accurate and timely outcomes / solutions.
- Effectively manage creation of SLAs in partnership with service administration.
- Full responsibility follow up and co-ordination with suppliers, accounts department and customers to arrange shipments/deliveries.
- Managing the research, review, and update of prices in the spares database system
- Working with stores to ensure all agency related spares are regularly monitored for correct stock levels and instruct
- Ensuring all service support calls are effectively dealt with and recorded to salesforce in partnership with Service Administrator
- Accompany Service Engineers to customer sites, or participate in Teams call to discuss support / spares / warranty issues and prepare follow up report
- Complete agency product training in order to develop experience withing job role
- Line management responsibility for Service & Spare Parts Administrator
- Support the Service Manager, Field Service Engineers, Service & Spares Administrator and Engineering Buyer with any other task, as required.

### Person:

- Strong experience in an Engineering Sales/Spare Parts role in the service/maintenance industry essential
- Internal Sales experience desirable
- Proficient in Microsoft Office
- AutoCAD - SolidWorks knowledge
- Sage knowledge essential
- Ability to read mechanical/electrical drawings desirable
- Electrical knowledge an advantage
- Fluent in English, good telephone manner and strong inter-personal skills are essential
- Driving License essential

**Commented [JW1]:** Receive and dispatch customer orders.

Raise export paperwork if required.

Knowledge of stock control systems (Sage)

Enter support cases into Salesforce.



**Other:**

The successful applicant may be required to work on-site for Customers as and when the need arises. This will require overnight stays and working away from home weekdays and weekends.

Job Type: Full-time, Permanent

**Contact:** [hr@sfengineering.co.uk](mailto:hr@sfengineering.co.uk)