

KENSA HEAT PUMPS LIMITED**JOB DESCRIPTION****Job Title: Trainee Technical Support Advisor**

Workbase: Mount Wellington, near Truro, Cornwall**Normal working hours:** Full time 9 to 5 Monday to Friday

(Note: You may be required to work at another of the company's locations or on-site from time to time.)

Responsible to: Technical Manager

Kensa Heat Pumps Ltd is the UK's leading manufacturer and specialist supplier of ground source heat pump systems. Established in 1999, Kensa supplies its products and services to a wide range of customers, including self-builders, installers, house builders and social landlords.

Due to an increasing number of market opportunities, Kensa is currently seeking an enthusiastic Trainee Technical Support Advisor to join its busy and well-established Technical team.

There are two elements to Kensa's business – Kensa Heat Pumps, which deals predominantly with end users and installers; and Kensa Contracting, which deals primarily with larger, turnkey projects and spans market sectors including volume house builders, social landlords and other commercial clients.

Main Purpose of Job:

To provide a first-class technical service supporting the Kensa Heat Pump range and employees. This will involve supporting other Technical team members on site visits and answering Technical telephone calls or e-mails from clients, end-users and installers.

The role is as a trainee and it is expected that a senior engineer will mentor you and ultimately you will progress to a Technical Support Advisor.

Environment:

Kensa Heat Pumps operates from two sites, one in Cornwall (production/administration) and one in Exeter (sales/marketing). The role would be predominantly based from the Cornwall office, although certain tasks will need to be performed on-site and may involve a number of overnight stays and early starts.

People dealing with:

End users, distributors, installers, suppliers and colleagues.

Key Tasks

1. To support the technical contribution on all activities linked to post-installation customer service and technical support to include the management of all Product Alerts and the management of all warranty programmes.
2. To support the technical contribution on all activities linked to on-site commissioning for both residential and commercial applications.
3. To support the technical contribution on all activities linked to on-site problem solving to include the appointment and development of third-party agents capable of providing a service.
4. To support the technical contribution to the Technical Sales Support Engineer in the provision of a telephone-based commissioning service.
5. To support the technical contribution on all activities linked to the management of spare parts and to respond to queries about spare parts.
6. To support the technical contribution to the continued development of KHP's site facilities and the management of the facility.
7. To assist the Production Manager in all activities linked to manufacturing engineering including the development of new manufacturing tools and techniques.
8. To assist the Technical Manager in all activities linked to purchasing including the evaluation of new components.
9. To assist the Technical Manager and Research and Development Department in all activities linked to Research and Development including the production of prototype models, appliance testing and product documentation.
10. To perform production tasks, when necessary.

Key Behaviours

1. To build a comprehensive knowledge of products and to keep updated with changes in product and production procedures.
2. To handle customer service issues in a calm, non-confrontational and courteous manner. To take responsibility for ensuring follow-up actions are taken and full information is recorded.
3. To undertake training and to assist in training other members of staff as required.
4. To actively and positively contribute to any appraisal process and to follow up agreed actions.
5. To remain a positive ambassador of Kensa at all times.
6. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines.
7. To work at all times in accordance with the company's Dignity & Diversity at Work Policy.
8. To be permitted to work in the UK and hold a Full UK driving licence.

9. To be an effective communicator over the phone.
10. To undertake such other duties as may be required within the general scope of the job.

Useful Skills

1. An understanding of thermodynamics, refrigerants and electro-mechanical control systems.
2. Basic fabrication skills, including welding, silver soldering and brazing.

Person specification

The successful candidate will, be enthusiastic, ambitious, able to work independently and as part of a team. Good attention to detail and ability to work to deadlines is essential.

An interest in Renewable energy would also be beneficial.

Package and Benefits

Annual salary of £18,000 – £20,000 depending on qualifications and experience.

28 days holiday (including Bank Holidays), rising progressively to 33 days after 5 years' service.

Other

This job description may be subject to change, in consultation with the postholder, in response to new circumstances and employment will be subject to a 3-month probation period.