



Job Description
Fire Alarm/Emergency Lighting Technician

Specific Attributes:

*Each job role requires specific attributes. These are characteristics and describe the **type** of person required to fulfil the Fire Alarm/Emergency Lighting Technician role. You will need to **demonstrate** all of these attributes.*

Approachable	Confident
Customer and business focused	Takes the initiative
Tenacious	Driven
Positive personality & disposition	Attention to detail
Friendly	Calm
Organised	Neat & Tidy Appearance

Skills:

*Each job role requires specific skills. These are defined as the **abilities** and the **expertise** required fulfilling your role. You will need to demonstrate these skills throughout your job role.*

Communicative (written and verbal)	Ability to work as a Team and lone working
Excellent Customer Service Skills	Time management
Sound knowledge of technology	Attention to detail
Knowledge of current legislation	Problem solving
Decision making	IT literate
Experience of working in the service environment	Fire Alarm/Emergency Lighting Experience

FIRE ALARM/EMERGENCY LIGHTING TECHNICIAN, JOB MISSION, RESPONSIBILITIES AND DUTIES

Mission

This role involves direct contact with the customer which will be the main experience of Churchesfire, and therefore you must provide an exemplary service, this is fundamental to the future success of the company. To build relationships with all customers, office staff, Sales team, technicians, supervisors, managers and directors.

Responsibilities & Duties:

- To plan and organise your own daily work
- To ensure all work is completed in the allocated month
- To support any business change for the benefit of the company
- To be flexible with the working patterns as and when required
- Have the ability to make judgement calls/decisions based on your experience within the industry. All other decisions to be authorised by Supervisor/Directors
- All work to be carried out to the current standards
- Carry out Fire Protection Survey Reports for each job as required
- Selling of service contracts, fire risk assessments and fire training
- To deliver excellent customer service
- To undertake any training provided by the company
- To fully participate with the performance improvement programmes including 1-2-1 and appraisal
- To liaise with office staff to assist in the resolving of queries
- Provide suggestions for improvement of practices within the Company

Key Performance Indicators:

- To complete monthly service work
- To complete call outs on time
- To produce all company paperwork correctly
- To maintain clean vehicles
- To maintain company supplied tools and PPE
- To deal with customer generated queries efficiently
- To maintain neat and tidy appearance
- To return paperwork to agreed service standards

During your employment you must adhere to all Health and Safety guidelines at all times which are stipulated in the Company Handbook.

This is not a comprehensive list of tasks and you may be required to undertake other tasks deemed "suitable" by your Supervisor/Manager, these tasks will not be incompatible with your job description or contractual requirements and will be implemented after formal discussions.