



**Job Description for the Role of:-**

***After Sales Engineer – Process Automation (South)***

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The responsibilities of all members of SICK (UK) LTD staff shall include:-

- A) attaining and maintaining a level of computer literacy commensurate with the requirements of their role within the company;
- B) assisting in the maintenance of the Quality Systems through:  
  
maintenance of the Quality Documentation  
  
Where appropriate, raise non-conformances and informing the Quality Manager of any deviations from the Quality Documentation
- C) maintaining a level of presentability commensurate with their role within the company;
- D) informing the After Sales Manager of any requirements regarding training;
- E) maintaining a basic knowledge of all products / product groups within the company;
- F) maintaining a basic knowledge of all services offered by the company;
- G) carrying out any reasonable task as requested by any member of the Management Team.

The After Sales Engineer – Process Automation reports to the After Sales Manager – Process Automation.

The activities and responsibilities of the role of After Sales Engineer – Process Automation shall include:-

1. establishing and maintaining the detailed knowledge of products and services necessary for ongoing support, repair and maintenance of SICK supported equipment
2. establishing the relevant knowledge of legislation according to products and processes, in particular Performance Monitoring, Health & Safety and Risk Assessments
3. liaising and communicating with customers, 3<sup>rd</sup> party suppliers and internal employees in order to provide maximum availability of service and, where appropriate, identifying revenue opportunities and areas for performance improvement
4. developing and building strong links with customers
5. planning site visits and attending customer sites in order to carry out, repair and maintain equipment with a view to commercial efficiency and viability and customer satisfaction. This will include travel, stay away over night or – on very rare occasions - work at weekends as part of the 24/7 breakdown rota, in which the successful candidate is expected to participate

- 6. working in conjunction with the Sales and After Sales team to actively and proactively generate sales activities to achieve financial targets whilst maintaining targeted profit margins
- 7. communicating regularly with Manager, Market Product Manager and Sales Specialist - PA and assisting with lead generation and market intelligence
- 8. working with the UK After Sales Manager to establish contracts and identifying service revenue opportunities
- 9. presenting yourself at all in times in a professional manner
- 10. taking direct responsibility - in agreement with the UK After Sales Manager - for certain specified projects and customers
- 11. attending and participating in training courses and After Sales Meetings when requested
- 12. submitting expenses promptly, at least once a month
- 13. ensuring your company car is properly maintained
- 14. ensuring your demonstration stock is complete and in good order; completing monthly stock checks according to the electronically submitted stock report and bi-annual physical stock checks
- 15. maintaining and updating the Company's diary system (currently Lotus Notes) and the Company's customer and prospect database (currently SAP) if applicable
- 16. carrying out administrative tasks, e. g. log service reports, complete expense claims, and other relevant service documentation and follow the rules of Credit Control
- 17. observing all company procedures and policies
- 18. carrying out any reasonable task as requested by the Manager – Process Automation.

Member of Staff's Name	Signature	Date
Their Manager's Name	Signature	Date