

### **Job Summary:**

Reporting to the Service Manager, Provide efficient after-sales technical services, trouble-shooting, maintenance and Installation on company's range of products at customers' premises. Conduct basic user-training to customers.

### **Job Responsibilities:**

- Provide efficient after-sales technical services, trouble-shooting, maintenance and Installation on company's range of home kitchen products at various customers location island-wide
- Keep sufficient stock levels of maintenance parts in personal vehicle
- Conduct basic user-training to customers
- Prepare and explain after-service reports to customers
- Represent the Company in a professional manner as a frontline staff
- Work as a team with internal and external co-workers
- Take follow-up action on outstanding issues, in a timely manner
- Provide all the necessary service and assistance to such persons as may be directed by the Company in connection with or arising from the duties mentioned above
- Spare part Management

### **Minimum Requirements:**

- Candidate must possess Min NiTEC, HiTEC or Diploma holder in Engineering (Electrical/Electronic), Engineering (Mechanical), Engineering (Others) or equivalent.
- Minimum 1-2 years' experience in servicing any major home appliances
- Able to read and understand blue prints and drawings
- Understanding of mechanical and electrical schematics is an added advantage
- Able to trouble-shoot mechanical and electrical problems and take corrective measures to resolve issues
- Experience in Gas water heater or with Gas Service Worker License (LGSW) an added advantage
- Possess Class 3 Driving license is a must

Entry Level candidates can be considered, On Job training will be provided