

OUR CORE VALUES



TEAMWORK



INNOVATIVE



RESPONSIBILITY



CUSTOMERS



INTEGRITY

Domestic Install Surveyor

Department: Gas Installation Department

Reporting to: Gas Installation Manager

Hours: Monday – Friday, 8am – 6pm

Location: South East England and South London but not limited to those areas.

Description

This role is field based and will have the responsibility for attending client properties to assess the type of work required in installing a replacement boiler/associated controls and materials as necessary or a full heating survey for complete installation of wet central heating system, complete with scale drawing of boiler and radiator positions.

Also, to ensure that all planned and responsive installation works are completed to the highest standard, in line with current up to date building and gas safe regulations. Ensuring that excellent customer service is delivered at the same time.

Role of Surveyor requirements:

- Full range of ACS Gas Qualifications
- Competence in IT system
- Experience in high standard of customer service
- Safety focussed approach for all employees and customers
- Strong Communication skills and interpersonal skills
- Demonstration of organisational skills to maximise productivity of team
- Coaching and training skills to support team in developing knowledge
- Flexibility

Key responsibilities

- Ensure high quality of installations and workmanship from team members
- To assess residents/Clients needs or requirements with regards to type of boiler/system to be fitted, taking into consideration factors such as water mains pressure, gas supplies etc.
- Communicate effectively and in a timely manner with clients, customers, employees and sub-contractors; ensuring all queries are responded to effectively
- To explain to the resident/Customer the works that are necessary, including any alteration to the property/removal of cupboards etc.
- To complete Job administration from site, forwarding to install office survey form complete with overview of materials required to complete works.
- Ensure employee and customer safety is maintained and delivered at all times
- Quality Control of work to ensure it is completed to the standard expected by client
- Assist the complaints team in resolving customer/client queries within timeframes, providing feedback to relevant staff on any issues found.
- Assisting the management team as and when required, plus any other reasonable managerial request

Benefits of working for us

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envidable reputation for **high staff retention** rates
- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **Living Wage** employer
- Members of **the 5% club**



Interested in applying?

Please send a copy of your CV to gasmanagement@smithandbyford.com