



## Job Description

---

**Job Title: Technician**

**Reports to: Supervisor, Project Manager & Regional Manager**

**ISS Division: ISS Facility Services – Restoration**

**Context:**

ISS Facility Services - Restoration provides Disaster Recovery Services to Insurers, Loss Adjusters and B2B clients throughout the UK.

**Job Purpose:**

The technician is responsible and accountable to the Supervisor, Project Manager and Regional Manager to undertake given duties such as restoration and decontamination, together with associated tasks to the required quality standards and time constraints.

---

**Key Responsibilities:**

- The Technician will be expected to conform to the set processes and techniques of the Company's procedures thus delivering high standards of restoration and customer service that maintain and improve the Company's standing.
- The Technician will be expected to work either in the regional workshop or be seconded to project sites if required. On occasion the Technician may be requested to work on overseas projects. This will be on a voluntary basis.
- The Technician shall maintain a flexible approach to the role including participation in the call out rota and some anti-social working hours (including weekends).
- The Technician will be expected to ensure all workshop processes, including the identification and traceability of customer equipment, techniques, equipment and resources are adhered to as detailed in the Company's Quality Management and Health and Safety procedures at all times.
- The Technician will liaise with the relevant supervisor throughout the project and advise of any restoration anomalies, third party repair requirements, BER items and timescale deviations.
- The Technician will ensure that all the associated paperwork has been compiled correctly.
- The Technician may, from time to time, be responsible for ensuring that a daily timesheet, using the appropriate system, is completed by 5pm every Friday and that they sign it.
- The Technician shall ensure that they wear the appropriate company clothing, including PPE, at all times. His/her conduct shall be exemplary and ensure the Company Policy on punctuality, behaviour and smoking is strictly adhered to, together with compliance with Company Procedure described in Schedule 4.



Qualifications:

- Preferably professional qualification or experience in Fire & Flood Restoration, Electro-Mechanical, Structural or Insurance related qualification.

Experiences:

- Preferably previous experience in a similar role.

Skills:

- Quality of restoration is of the highest standard.
- Ability to achieve deadlines, work under pressure and use own initiative.
- Excellent organisational skills and the ability to communicate both written and verbally and work effectively with customers, employees and teams at all levels.

Attributes:

- Must hold a full UK driving licence.
- High attention to detail.
- A high level of flexibility and a positive attitude to innovation and change.
- Commitment to the ongoing success of the business.

Job Description Changes

This job description will be subject to review and the post holder will be consulted about any proposed changes. It is expected that the company's Personal Development Plan will provide such an opportunity to discuss any amendments or indeed adaptations to your job description.

Acknowledgement

Post Holder Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signed on behalf of ISS: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_