

# **Trainee electrical field engineer (white goods)**

**Trainee white goods electrical field engineers undertake a comprehensive programme of training that qualifies them to carry out a range of installation and maintenance duties.**

## **Role description**

On successful completion of the training programme, you will be equipped with the necessary skills and experience to progress as a domestic electrical field engineer (white goods) within British Gas.

Once your training is complete, you will be field based – thinking on your feet to solve problems, anticipating difficulties and promoting sales opportunities. You need to be self-reliant, self-motivated and trustworthy, so that you may be counted on to do the best job possible first time, every time.

Your duties will include repairs to white goods/kitchen appliances, domestic electrical installation maintenance and annual basic inspections on customers' electrical appliances and domestic electrical installations.

In addition, you will provide the best advice to our customers, positively promoting British Gas and its products to increase customer awareness and the profitability of the business. You will be expected to deal positively with customer complaints, speedily resolving them in the most cost-effective way while ensuring that high levels of customer satisfaction are maintained.

You will be provided with a full toolkit, uniform, vehicle and a DVD laptop computer for instant parts ordering, job tracking and access to a technical reference library. As part of a team, you will play a proactive role in achieving personal and group targets and be able to communicate ideas, views and initiatives effectively with team members and Service managers.

## **Opportunities**

There are opportunities for Field engineers to progress within the company. Those who can demonstrate a passion for customer service and have the right skills and abilities can progress to Field support manager level. As a Field support manager you would be responsible for the coaching and development of your team and help them deal with situations they may not have faced before.

## Benefits

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Monthly salary

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Earnings between £16,746 and £27,000 (when qualified)

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Tools and vanstock materials supplied

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New van every four years

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Latest laptop technology

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Additional training opportunities after qualification

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37 hour week

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Paid holiday entitlement

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Pension scheme

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Sick pay scheme

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Sharesave – opportunity to buy shares in Centrica at a discounted rate

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Opportunities for development in a very large organisation

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Discount given on Centrica products

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## Requirements

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You do not need any current formal qualifications in electrical white goods, although they may be of an advantage.

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You must be able to demonstrate a technical/practical aptitude and customer-facing skills.

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A full manual driver's licence valid for use within the UK is required.

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