

## Job Description for Flexible Technician

<b>Job Title: Flexible Technician</b>	<b>Reports to: Field Coordinator</b>
<b>Depot Location: Bracknell</b>	<b>Remuneration: £10.50 per hour plus benefits</b>

### Job Purpose:

Richfords have a unique part to play in giving people their lives back following disruption from unexpected property damage. Our mission is to fully meet our customers' expectations.

Your role is a Flexible Fire and Flood Technician and you will be required to provide an effective response to support customers with positive actions following unexpected property damage. You will need to be able to manage customer needs whilst ensuring a cost effective service.

We provide this service 24/7, mainly, but not exclusively, across the South of England. There is a requirement to be willing to work away from home and to be an "On-call" Rota, which is recompensed.

You will be provided with full training and develop your skills through supported experience. You will also have the opportunity to qualify as a nationally recognized BDMA Technician. Previous experience would be an advantage but not a necessity and the right attitude is the key attribute required.

### The role of a Richfords Flexible Technician

Flexible Technicians work together as a close team assisting families and businesses to recover following fires, floods and other types of damage causing incidents; by carrying out expert restoration each Flexible Technician enables our customers to get their lives back quicker and with less disruption and it therefore very rewarding. One of the great advantages of working as a Flexible Technician is the ability to work with us on a flexible basis. For example during the winter when we are traditionally very busy there is more work for the Flexible Technician team. Flexible Technicians are able to inform us of their availability to work and in doing so allows the job to fit around the candidate's commitments. Due to this the Flexible Technician role would suit candidates with a second income such as a pension or part time work and who would not be reliant on the restoration work for their sole income.

## **Principal Duties and responsibilities:**

- Work as part of a team of trained restoration technicians to carry out restoration work.
- Be able to gain the respect of our customers while working in their homes or business.
- Attend fire damaged properties to remove fire residue and restore the property to its pre-incident condition
- Attend water damaged properties to carry out damage limitation work such as extracting standing water and install drying equipment
- Work on content items both on site and in plant
- Need to be able to work flexibly both in location and in time.
- To be able to undertake site surveys to accurately assess the work required to return the affected property to pre incident condition.
- To be to undertake any work to restore the property to pre-incident condition.
- Drive Richfords Response Vehicles

## **General Administration Responsibilities:**

To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the company without altering the nature or level of responsibility involved.

## **Essential Requirements:**

- Ability to problem solve and deal with quickly changing circumstances yet ensure all the details are dealt with efficiently
- The ability to develop own performance to contribute to continual improvement in the quality and efficiency of our service to customers.
- Excellent customer service.
- You must hold a valid UK driving licence or equivalent
- Ability to follow standard procedures to ensure proper administration of the company and projects.
- Have a good work ethic, natural optimism, enthusiasm and a positive 'can-do' attitude.
- An ability to work in collaboration with your team, our suppliers, sub-contractors and support teams and maintain good business relationships with work referrers.
- Ability to use IT and smart phones and appropriate software packages.

## **Desirable requirements:**

Have experience of being a restoration technician

- Be a member of the BDMA
- Have a good working knowledge of building structures
- Have experience of cleaning and sanitizing