



### Job Description

<b>Job Title</b>	Engineer - Service
<b>Department</b>	Local Service
<b>Reporting Manager</b>	Manager – Local Sales
<b>Company</b>	Dunham-Bush Sales & Services Sdn. Bhd.
<b>Location</b>	Penang, Malaysia
<b>Date Updated</b>	12 <sup>th</sup> January 2022

#### **General Summary:**

The Engineer - Service is responsible in attending to customer complaints and executing, repair, troubleshooting, problem analysis, investigations and others related service, maintenance & warranty issue for Northern region.

#### **Principal Responsibilities:**

- To demonstrate commitment, dedication, responsibility and accountability to the current job functions.
- To effectively manage relationship with the customers, extend value added services and ensure customer satisfactions at all times (customer focus).
- Responsible in resolving warranty issues such as warranty inspection, warranty claim, warranty response & testing & commissioning of new equipment.
- To provide quote & advice to customers based on necessity.
- To support HOD in daily activities and daily operation.
- To ensure all services schedules and logistic supports are properly coordinated and completed within allocate time frame without the needs for unnecessary overtime.
- Responsible to be the point of contact in providing customer service support or technical support to DBSS' customers.
- To ensure all equipment is properly maintained in order to reduce the number of repeat service callouts.
- To discuss, follow-up and seek immediate supervisor's / HOD attention whenever there is discrepancy, site related issue or the service schedule could not be completed on time.
- To submit all FSR's to immediate supervisor for review upon completion of service orders.
- Responsible in evaluating and processing warranty claims in an accurate, unbiased and unemotional manner according to Dunham-Bush warranty policy and procedures.
- Other ad-hoc duties as assigned.
- Attend the company calls / business calls at all times.
- The company may at anytime as deemed necessary, to add or amend any of these job functions.



**Knowledge, Skill and Ability Requirements:**

- Min 5 years working experience based upon similar capacity, preferably in an air conditioning system environment.
- Sound technical knowledge and diagnostic skill on centralized commercial & industrial air conditioning equipment, refrigeration system and associated processes.
- Excellent integrity and ethical standards.
- Good personality and interpersonal skill.
- Proactive, innovative, analytical-minded and team player.
- Computer literacy including Microsoft Outlook, Excel, Power Point, Words, etc.
- Sound technical knowledge in air conditioning, refrigeration, systems and processes.
- Able to work independently & long hours as and when required.

**Education Requirements:**

- Bachelor Degree or above in Mechanical Engineering with Air-Conditioning system experience.