

EASILIFT LOADING SYSTEMS

DEPARTMENT – Projects

JOB DESCRIPTION & PERSONAL SPECIFICATION:

TITLE: Project Engineer

REPORTS TO: Operational Manager

JOB PURPOSE:

Plan, design and produce drawings in accordance with customer specifications, costs and installation dates and gain their approval whilst managing day to day queries and solutions with customers, and employees from Sales, Projects and Service.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES:

- Be responsible for planning, designing and producing drawings based on information received from sales, architects and customers or send standard drawings in line with the quotation with supporting letter. Advise or clarify on any changes.
- To obtain the best price from suppliers for materials and issue the relevant information. Negotiate the best price and benchmark prior to transferring relevant information to the drawings.
- Support the Sales, Projects and Service departments by issuing drawing details, internal quotations and supporting price lists.
- Prepare and issue drawings and supporting documentation for the relevant equipment to the customer for comment or approval.
- Follow up drawing revisions required by customers and then schedule work in accordance with their requirements and installation dates.
- Communicate to the Project Department the impact of any design changes.
- Sharing knowledge of designs and solutions with colleagues at department meetings and throughout the working day.

- Be responsible for writing detailed letters when requesting additional information as well as sending letters and faxes chasing drawing approval.
- Be responsible for obtaining costs and preparing quotations for any additional works involved in and raise any necessary variations accordingly.
- Be responsible for dealing with day to day design queries and solutions with Customers, Sales Engineers, and Installation Engineers.
- Attend design meetings at the early stages of a project and carry out site surveys as and when necessary.
- To be involved and have input in possible design changes to improve products and product range and periodically visit sites after installation of engineering projects with a view to improving design quality.
- Establish effective relationships with internal and external customers to ensure the desired outcomes are being achieved.
- Ensure customer satisfaction of completed work in line with quality issues related to project deliverables.
- Ensure your own conduct meets the standards and authorities set out in the Company's Human Resources Policy (Book 14) and also the standards of the Company's Quality Management System.
- Carry out any other duties which the company may at any time deem necessary.

KEY MEASURES:

- Drawings produced to customer specifications
- Follow up design solutions
- Customer service fulfilment

PERSONAL SPECIFICATION:

QUALIFICATION / SKILLS:

Essential:

- Engineering qualification (Degree calibre) or equivalent experience
- Design Skills and proficient in the use Auto-CAD and Solidworks
- Intermediate IT Skills (Microsoft Office, Word, Excel)
- Strong analytical, process skills to deliver the desired outcomes
- Proven project management skills with the ability to manage multiple projects and deliver complex projects to tight deadlines

Desirable:

- Planning and organisational skills to meet project deliverables

KNOWLEDGE & EXPERIENCE:

Essential:

- Knowledge of delivering a project against predetermined performance indicators
- Technically aware and capable of understanding the processes and capabilities of the product
- Adherence to health and safety legislation
- Understanding of management information system
- Project management
- Client management skills –tactful, resolute, committed to providing excellent customer service
- Communication skills – with client, client service, programming, data processing, IT

Desirable:

- Knowledge of the loading systems industry
- Customer service and interpersonal skills

PERSONAL ATTRIBUTES:

Essential:

- Creative and solution orientated
- Determined and self-motivated
- Energy, enthusiasm and innovative
- Ability to work under pressure to meet deadlines
- Ability to handle complex issues and resolve problems
- Team player
- Excellent communication, documentation and presentation skills,
- Effective listening at all levels
- Assertiveness

Desirable:

- Demonstrated service orientation and customer focus aligned to business needs