

Job Description

JOB TITLE: Technician (Shopmobility)
JOB LOCATION: Taunton
RESPONSIBLE TO: Shopmobility Supervisor Engineer

Objectives

To provide fully functional scooters and power chairs for the use of Shopmobility members and visitors.

To offer a professional servicing and repair service for our customers own scooters, power chairs and manual wheel chairs.

To support the Shopmobility Supervisor Engineer, ensuring that the organisation is able to fulfil its contractual, legal and moral obligations, through the implementation and evaluation of quality systems and procedures.

To sell new and second-hand mobility scooters, spare parts and point of sale products

Main Duties

1. To provide exceptional customer service, providing a warm, knowledgeable welcome and managing customer enquiries, including face to face, over the phone and via email, reserving equipment, booking equipment out/in and processing payments.
2. To conduct assessments on new customers ensuring they are able to adequately control the scooters and power chairs before hiring.
3. To routinely service Shopmobility stock scooters and power chairs, following the service schedule, ensuring their reliability and road worthiness at all times.
4. To carry out repairs to Shopmobility stock, replacing damaged parts as and when necessary.
5. To ensure the scooters and power chairs are fully charged and ready/available for use at all times.
6. To ensure the scooters and power chairs are correctly set up as required, for each individual customer.
7. To provide a professional servicing and repair service for mobility equipment owned by others, ensuring the opportunity for repeat business.
8. To keep scooters clean and presentable at all times
9. To monitor Ebay for our new scooter sales and process the orders.
10. To develop and maintain a range of marketing materials including flyers, posters and the Shopmobility website. This would include keeping notice boards and signage up to date.

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11. To develop a social media profile which encourages interest from existing and potential customers and donators, aiming to increase the number of hires and the volume of donations for on sales.
12. To maintain a safe and welcoming environment for visitors and staff, ensuring public areas are clean and tidy and that workshop/storage areas are free from hazards and equipment is stored appropriately. This would include hoovering, dusting, keeping the kitchen clean, cleaning of toilets and other duties required to present the facility in the best possible way to Shopmobility visitors.
13. To collect donated scooters as directed by a senior team member, in a timely fashion, ensuring optimum courtesy to the donor at all times.
14. To utilise the correct manual handling techniques at all times to ensure your own personal safety and to minimise the risk of damage to Shopmobility and customer equipment.
15. To suggest to Shopmobility Supervisor Engineer anything that they would think would benefit the day to day running of Shopmobility.
16. To utilise the Shopmobility office space and frontage as a platform to promote the projects and services delivered by Compass Disability Services and CDST Ltd, with a focus on Shopmobility and other projects and services offered by Compass Disability Services and CDST Ltd..
17. To seek assistant from other staff and volunteers in the delivery of the above tasks.
18. To follow the Lone Worker procedure, follow up and report any problems to the Shopmobility Supervisor Engineer immediately or supervisor if unavailable
19. To test the fire alarm Weekly
20. To process cash and card payments for sales, membership and hire costs; ensuring the figures balance at the end of each day and deposit the money in the bank
21. To maintain the security of the building by ensuring that the opening/closedown checks are completed effectively
22. To follow and fulfil procedures and tasks relating to the Quality Manual
23. To be fully aware of and able to fulfil your role as detailed in the Fire Safety Policy and Fire Risk Assessment.
24. To maintain a positive and professional image of the organisation at all times.
25. To be aware of and adhere to Compass Disability Services' policies and procedures at all times.
26. To abide by the rules and guidelines as laid down in the Staff Handbook.
27. To remain aware of, and abide by, current legislation, organisation policy and the eight principles relating to Data Protection.
28. To commit to the necessary training and development activities in order to fulfil the

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role and your potential.

29. To be vigilant to potential safeguarding concerns and respond in accordance with the Safeguarding Vulnerable People Policy and Procedure.
30. Attendance at staff meetings, external events and other meetings as required.
31. Travelling is an integral part of this role. Drivers must hold a full driving licence which allows them to drive in the UK and Class 1 Business Use Insurance and must abide by the Use of Private Vehicles for Company Business Policy at all times. Non drivers must be able to arrange the necessary travelling, giving consideration to the needs of the role and the incompatibility of public transport.
32. Any other duties considered necessary to further the aims of the organisation.

This Job Description is subject to continuous review and therefore the main duties may change on a temporary or permanent basis from time to time.

PERSON SPECIFICATION

The Criteria for the post are:

Must be able to demonstrate an understanding of, and a commitment to, disability equality and equality of opportunity for all people in the community.

The post holder must have an interest in mechanics and a willingness to learn.

Able to manage the physical requirements of the role involved in the maintenance, servicing and repair of equipment. To include lifting of heavy objects.

A friendly, outgoing and positive personality with excellent communication skills.

Competent user of MS Office products (such as Word, Excel, and Access) and experience of Internet use.

Ability to work under own initiative and excellent organisational skills.

TERMS OF EMPLOYMENT

Permanent contract

Salary

Scale 12, £16835 per annum pro rata, (£8.75 per hour)

Working Hours

20.5 hours per week. Tuesday, Wednesday, & Friday 9am – 1.15pm, Thursday 9am – 2pm and Saturday 9am – 2.15pm. Please note all shifts include a 30 minute unpaid break

Probationary Period

There will be a six month probationary period

Annual Leave

Annual leave is 25 days pro-rata plus statutory and Bank Holidays

Travel

The post may involve travel within, and in some cases, outside of the South West and the post holder must be able to manage this as and when necessary. Travel Expenses will be paid at Compass Disability Services rates.

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