

JOB OVERVIEW			
JOB TITLE	Direct Install Engineer		
JOB LOCATION	National - Field Based		
GENERAL DESCRIPTION	We are looking for a dynamic and experienced Direct Install Engineer to join our growing team at Garolla. This is an exciting opportunity to play a key role in the rollout of our new direct-employed installation team, working closely with our Direct Sales team and Surveyors to deliver top-quality installations of roller doors and related products. You will be responsible for ensuring that installations are completed to the highest standards, with a focus on customer satisfaction, safety, and efficiency. As a Direct Install Engineer, you will be an essential part of Garolla's commitment to providing outstanding service, working closely with our sales and survey teams to ensure smooth transitions from customer order to completed installation.		
DIVISION / DEPARTMENT	Operations	REPORTS TO: (NAME)	Nick Griffiths
POSITION DETAILS			
	Installation of Products: - Carry out installations of roller doors and related products in residential properties, adhering to Garolla's high-quality standards. - Ensure all installations are completed efficiently, with a focus on safety, accuracy, and customer satisfaction. Collaboration with Sales & Survey Teams: - Work closely with the Direct Sales team and Surveyors to ensure seamless coordination between the initial sale, survey, and final installation. - Provide feedback to Sales and Survey teams on customer expectations, site conditions and any issues that may impact the installation process. ☐ Customer Engagement: - Be the face of Garolla during installations, representing the company's values of professionalism, reliability, and customer service. - Address any customer queries or concerns on-site in a professional manner, ensuring a positive experience. ☐ Quality Control & Compliance: - Adhere to all health and safety regulations and company policies during installations. - Maintain high standards of workmanship, ensuring all products meet both Garolla's and regulatory quality standards. - Report on job completion, noting any issues, delays, or site-specific challenges, and complete necessary documentation. ☐ Problem Solving & After-Service Support: - Troubleshoot and resolve any issues that arise during the installation process, ensuring minimal disruption to the customer. - Collaborate with the after-sales team to address any remedial work required, ensuring timely and effective resolutions. ☐ Continuous Improvement: - Provide regular feedback to the Operations team regarding the installation process, customer satisfaction, and areas for improvement.		

	- Stay up-to-date with product updates, installation techniques, and best practices to ensure ongoing personal development and improvement. - Attend internal Field Quality & Technical Liaison Reviews to coordinate Field issue		
WORK EXPERIENCE REQUIREMENTS	- Knowledge of Door products and assembly materials - Knowledge of Installation processes and troubleshooting - Experience of working & communicating remotely		
OTHER REQUIREMENTS	- Proactive approach to problem solving - Self Motivated - Customer Focussed - Flexible working hours		
REVIEWED BY:	Sarah-Jane Beckett	DATE:	