

JOB OVERVIEW			
JOB TITLE	Trainee Field Service Engineer		
JOB LOCATION	Nationwide		
About Garolla	Garolla is the UK's #1 electric garage door provider. Our mission at Garolla is to be the #1 recommended by Customers, Franchisees and Employees. Garolla is undertaking a bold and exciting growth strategy to ensure we continue to delight our customers.		
DIVISION / DEPARTMENT	Operations	Reports to:	Daniel Wain
POSITION DETAILS			
DETAILED JOB DESCRIPTION	Garolla is seeking a reliable and customer-focused Field Service Engineer to carry out garage door repair visits across the UK. You'll be the first point of contact on-site with our customers, diagnosing and repairing issues on our garage door systems the role will involve but not limited to: • Attend scheduled repair jobs at customer locations across the UK. • Diagnose faults on garage doors during the initial site visit. • Complete on-the-spot repairs wherever possible. • Use hand tools and basic diagnostic equipment confidently and safely. • Provide a friendly, professional experience to all customers. • Clearly explain issues and repairs to customers to ensure understanding. • Record job outcomes and report back to the central team. You don't need specific garage door experience — full product training will be provided — but confidence using hand tools and working independently is essential.		
WORK EXPERIENCE REQUIREMENTS	• Strong practical skills and experience using hand tools. • Willingness and ability to travel nationally, with overnight stays if required. • Full UK driving licence. • Excellent communication and interpersonal skills – able to build a good rapport with customers. • Problem-solving mindset with the ability to work independently. • Reliable, punctual, and well-presented. • Experience in field service, maintenance, or a similar hands-on role is beneficial. • Experience with garage doors is advantageous but not essential – full training will be provided.		
WE'LL PROVIDE	• 25 days holiday plus bank holidays • Company pension • Bike2work scheme • Death in service insurance • Discounted gym membership • Employee of the month • Summer event • Salary £27,500 plus competitive bonus package • Gold standard Garolla training programme • Career progression & development • Company van & fuel card If you're practical, personable, and enjoy being on the road, we'd love to hear from you.		



REVIEWED BY:

DATE: