Job Title:	Disaster Restoration Technician	**Job Category:**	Field
Department:	Operations		
Location:	Nationwide	**Travel Required:**	Yes
Level/Salary Range:	£ 8.75	**Position Type:**	Full Time / Fixed Term

JOB DESCRIPTION

The purpose of this role is to restore domestic residences and commercial properties to their pre-loss condition following an escape of water, fire/smoke damage or flood and get customers back into their homes or back to business as soon as possible. The main functions of this role are to perform water mitigation, fire restoration and mould remediation services and to communicate with the customer appropriately, instilling confidence in the services performed.

RESPONSIBILITIES

- Perform water mitigation and structural drying using specialty equipment in line with training and operational manuals for domestic and commercial properties and in accordance with the standards contained in the IICRC S500
- Conduct mould remediation using commercial chemicals and adhering to health and safety guidelines and in accordance with the standards of the IICRC S520
- Perform emergency mitigation, restoration and structural cleaning of fire damaged properties
- Perform residential / commercial cleaning of contents within the property or at off-site locations
- Liaise with customers, insurance representatives, sub-contractors and others involved with the claim professionally, maintaining high standards and open dialogue
- Upload in a timely fashions, photos, videos, documents and reports to company systems including job specifications, estimates, equipment & labour usage etc.. to enable efficient flow of work and invoicing
- Input suggestions, information and ideas to implement process improvements, whether in time or costs, to increase the effectiveness and profitability of the operation
- Comply with all verbal and written safety practices including the use and maintenance of personal protective equipment and respiratory protection equipment, making others aware of any potential dangers of their or others actions
- Maintain a clean and tidy vehicle and equipment, with all equipment maintained to statutory safety standards (referring any defects to your line manager)
- Attend regular training courses. These are fully funded by the company

SKILLS REQUIREMENT

1. Hands on, practical, problem solving mind-set
2. Strong customer service skills with the ability to deal with customers under stressful situations
3. Ability to multi-task and manage time effectively by adapting quickly to changing priorities
4. Ability to remain calm and focused under pressure
5. Ability to handle multiple tasks in a fast-paced environment and meet strict deadlines
6. Mid-level computer skills and functional understanding of smart phones and tablets
7. Aptitude for learning new technology and software easily
8. Attention to detail and accuracy
9. Ability to carry equipment, climb stairs, move furniture and perform soft strip out
10. Strong communication skills with customers and team, building solid relationships
11. Willingness and ability to operate outside normal working hours, evenings and weekends, should needs require
12. Restoration and Construction experience preferred but not essential
13. IICRC Certifications, BDMA or similar preferred, but full training will be provided
14. Above all you need to have a compassionate attitude in providing excellent customer service to our clients

Additional Notes

1. Must have and maintain a valid driver's license
2. Must be willing to be DBS checked
3. Technicians must wear WHITE KNIGHT uniform at all times on client sites
4. Technicians must wear valid company I.D. badges, visible at all times

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Approved By:		Date:	
Last Updated By:		Date/Time:	