Ref: QDT/ROI

**Quality Dispense Technican**

(Dublin City Center)

Description

Reporting to Quality Dispense Team Leader the successful candidate will primarily be responsible for organising and carrying out installation work and undertake a rota of routine servicing and maintenance of beer, cider, wine, draught cocktails & carbonated soft drink dispense equipment to ensure the highest quality and standard of product dispense.

You will liaise with Quality Dispense Team leader, Quality Dispense Technicians and Sales to ensure an effective and efficient Brand Dispense service is delivered.

You will ensure your own schedule of work is completed in line with pre-determined Key performance Indicators.

You will undertake additional duties such as site survey’s, assist in the preparation of planned maintenance scheduling, trade information reporting, stock control and periodic equipment census on all dispense equipment.

You will prioritise and respond to customer complaints and breakdowns associated with dispense equipment or regarding the quality of beer, cider and carbonated soft drinks. Investigate, diagnose and promptly report problems, and take appropriate corrective action. This may involve investigating and arranging replacement of kegs with Quality control issues and ensure all the correct associated paperwork is completed as necessary with appropriate personnel advised.

The role will also necessitate facilitation of Point of Sale delivery & handling to outlets from time to time to enhance customer awareness at point of connection.

On occasion the role will require the successful candidate to train own and customers' staff in product dispense technique, proper use of dispense and gas equipment with particular attention to Health and Safety, glassware and glass care, storage and handling of all dispense related equipment for beer, cider and carbonated soft drinks.

This is not exhaustive and further direction will given by the Brands Dispense Manager.

**Necessary Skills/Attributes:**

* Hardworking
* Organised
* Leadership skills
* High level of flexibility and prioritisation to ensure service schedules are met.
* Be highly observant to identify issues relating to non-compliance and opportunities to facilitate additional sales.
* Effectively plan journeys to ensure efficient use of resources and time.
* Use initiative to handle daily routine.
* Health & Safety awareness
* **Essential Criteria/Experience:**
* Secondary education (Leaving Cert English and Maths – Grades A-C).
* Minimum of 2 years previous work experience in a similar role.
* Basic understanding of refrigeration/electrics/plumbing.
* Full and valid driving license.
* Good Interpersonal, team working, problem solving & influencing/persuasion skills.