



## Quotations Engineer - Generator

Job description



Do the  
right thing



Be the  
difference



Love our  
customers



Never  
settle



Look  
forward

## Role Profile

### Job Title

Quotations Engineer

### Division

Sales

### Reporting to

Stuart Ginger – Service Quotes Manager

### Location

Scarborough / Hybrid working

### The role

The Quotations Engineer position is a key technical role in ensuring our customers critical power requirements are met whilst meeting and improving on both internal and client KPI's. You'll be required to use your technical knowledge of generators to assess the remedial requirements of our client's assets and produce quotations that are both technically and commercially accurate.

### Why you're our kind of person

We're looking for people who are driven by doing the right thing for our customers. We operate in an agile fast paced environment, and we are always looking forward, improving, never settling, and wanting to be the difference for our customers. It's an exciting time to join the energy industry as we seek to reduce our reliance on fossil fuels and our ambitions present a tremendous opportunity. We work hard to deliver, and there's a lot to do, but the ability to make an impact in our business is significant. So, if that resonates with you and you want to love our customers as we do then come join a team of like-minded people.

### What you'll do

- Take ownership of assigned workload, to review and complete according to risk / priority / client and internal SLA's & KPI's in a timely manner.
- Create detailed technical solutions to meet our client's needs, showing a clear process flow to aid our engineering teams in the delivery of their work.
- Liaise with our internal technical teams, external engineering teams, extended supply chain and sub-contractor base to identify parts / repair methods and obtain quotations to meet our customer's requirements.
- Communicate effectively across all channels within the business to manage both internal stakeholder and client expectations.
- Provide technical support to other members of the team and the wider business where required.

### **What good looks like**

- Communication: You'll be able to communicate with internal and external stakeholders in a clear and concise manner.
- Self-starter: You'll have the ability to manage your own workload, prioritising according to both customer and business needs.
- Seamless: You'll provide high quality solutions to our customers.
- Specialist: You'll be skilled in your area with a good technical knowledge of power generation equipment and their working components, be an expert in a number of Dale processes and be commercially aware.
- Collaborative: You'll advise your colleagues and input into other work, and also be able to work independently to get the job done.

### **What's important to us**

Person specification

Qualifications

Experience

- You'll communicate openly, transparently and effectively to ensure a high level of customer service.
- You'll be resilient and thrive in a fast-paced environment.
- You'll be inquisitive and stay up to date with industry, technical changes, and relevant legislation.
- You'll be keen to work collaboratively with others to identify improvement and develop solutions.
- You'll have good levels of self-awareness, excellent interpersonal and communication skills.
- You'll have effective time management.

## Building careers

We want all our colleagues to grow and build careers with Dale. We invest in our people for the future.

Many of our team members have been with us for over 30 years and some of our management team began their careers as apprentices. As we have grown so too have they and that knowledge is passed down as our team develops and evolves.

No two days are the same and variety is a key part of life for our team at Dale. There's always an opportunity to learn new skills and progress your career. We want to be a great place to work that is diverse and inclusive which is why we focus on supporting people and their development.

### Teamwork is where it starts

As a solutions business, teamwork is our bedrock. From our design and project management teams to the engineering team and customer service, all our teams work together to not only deliver the best customer experience possible but to support their colleagues both day-to-day and with their long-term career aspirations.

### Our values



Do the right thing



Be the difference



Love our customers



Never settle



Look forward

Our values are the guiding principles that define how we do things here at Dale. We look for colleagues to share these values when joining the team.

#### Do the right thing

It's what we do when no one else is looking that defines us. For us, doing the right thing means being accountable for our actions and giving the highest level of attention, respect and consideration to everyone, all of the time.

We want Dale Power to be good to work both with and for. By always doing what's best for our customers, our colleagues and our company, we will build even greater trust and confidence in our brand. And it'll make us even better people to do business with. This also means being commercial – we won't over engineer and will strive to deliver the right solutions for the right price

**Be the difference**

The knowledge, skill and experience our people have make us unique. And we believe that every individual has within them the ability to lead by example, inspire those around them and be the difference between ordinary and excellent.

Whilst we are a collective of exceptional talents, we believe that our potential is greater than the sum of our individual skills. By taking responsibility the quality of our own work and pride in what we deliver as a team, we build not just better products, but a better business. For all of us.

**Love our customers**

We recognise that our customers trust their hard-earned budgets in our ability to help protect their business. In return, it's our duty to repay this trust by making their needs our priority. That's why every decision we make - and every outcome we measure - must be grounded in how well we serve our customers.

Keeping customers happy is the key to our success now and in the future - so we must show them how much they matter to us. Put simply: if we love our customers as much as we can, they will love us back.

**Never settle**

We're driven by trying to find solutions to what's in front of us. We are passionate and courageous in our decision making and restless in our pursuit of solving our customers problems. That means setting high standards, being sticklers for quality – and never settling for 'good enough'.

If you need inspiration to go above and beyond, look around you. We work with brilliant people who do exceptional things every day. And that, in itself, is an excellent thing.

**Look forward**

We've been around for a long time. We've seen and learned so much, and our experiences give us a unique pedigree. Our rich heritage gives us stability. But the future brings us new opportunities.

As the world strives towards net zero and organisations seek to secure their energy supplies, the curiosity that comes from always asking 'what's possible' means we are well placed to support our customers as they seek partners to help in managing their changing energy needs.

And that's a challenge we look forward to.