



Day in the Life  
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## **Day in the Life of Hörmann UK Industrial Engineer Planner – Jasmin Chambers**

***In this article we talk to Jasmin Chambers and obtain a brief insight into her role as Industrial Engineer Planner within the Service Department at Hörmann UK.***

### ***How long have you worked with Hörmann?***

I joined Hörmann UK just over five years ago. My first job within the service team was as a Spare Parts Administrator, a role I carried out for 12 months. I then moved over into my current role as a Service Engineer Planner. Before I worked as a technical advisor for a water filtration company.

### ***What is your job at Hörmann?***

As a service engineer planner I am basically responsible for the allocation of a team of service engineers who respond to the variety of service calls that come into the department. This can be anything from dealing with a request to repair an industrial door through to the booking of annual service slots, and a whole host of things in between.

### ***What training was required?***

With the extensive range of industrial products that Hörmann offer product training has formed the majority of my training, which is ongoing as we bring new products to the market. I have also received comprehensive training in the various procedures and policies that I need to do my job, and recently I have been involved in ISO foundation training.

### ***What does a normal day look like?***

My normal day consists of managing the numerous calls that come into the department from companies who have Hörmann industrial doors and loading bay equipment installed at their premises. If there is an issue with any of our products, I am responsible for allocating a service engineer to attend the site, diagnose the issue and report back, or get everything

back working as normal. I also book service engineers to attend door repair jobs and book-in annual service and maintenance requests.

For any repairs that need to be carried out the service engineers sent through worksheets from their initial visit, I then liaise with our repairs quotation team who raise a quote for the work needed. Once the quotation has been approved by the customer, I am then responsible for booking a service engineer to attend the site to carry out the repair. Any replacement parts required are ordered and I ensure that they are delivered to site ready for the service engineer's visit

***What is the best and most challenging parts of your job?***

Without doubt the best part is being part of such a busy and active team. I am constantly communicating with our customers and clients, our team of service engineers and my colleagues in the office. It's great when I receive a call from someone needing urgent assistance and I can get an engineer onto site quickly.

The most challenging part is when a planned working day is totally disrupted by unforeseen circumstances – you never know what the next telephone call will bring. But I work with a great team of people and between us we can usually solve most of the issues that arise.

***What have been your proudest moments at Hörmann?***

Definitely when I started my current role. Going through the interview process and being offered the job has provided me with a fantastic opportunity within Hörmann. Recently I have been given added responsibility with the expansion of my area which means I have more engineers and a wider customer base to work with.

***How do you unwind when not at work?***

That's simple. I like to go home, pop on my PJ's, get a lovely mug of hot chocolate and immerse myself in the TV for the evening - bliss.

For further information on Hörmann UK call 01530 516868 or visit

<https://www.hormann.co.uk>

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