


POSITION DESCRIPTION

| POSITION: | SERVICE SUPERVISOR | DATE: JANUARY 2025 |
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| Purpose | <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> The Service Supervisor's role is a hands-on role managing the delivery of the Service team, this includes both planned maintenance, reactive maintenance, and quoted works. To achieve this, the Service Supervisor will need to understand the business requirements in conjunction with Aquaheat's methodology of pricing and delivery of services as they were tendered. The goal is to ensure that all work is planned, executed, and delivered in accordance with the agreed methodology, timelines and within budget. This includes undertaking daily/weekly routine testing and inspection requirements, as required by legislation and compliance requirements along with organising resources and acquiring materials to coordinate the efforts of Aquaheat's service team to deliver services in line with business expectations. This role will equally support the HVAC Manager in managing the performance of subcontractors, especially in the delivery of specialist, quoted or minor project works. The role of the Service Supervisor will also act as a mentor to other site staff, sharing their knowledge and experience to benefit the skill base and overall delivered result. The role will lead by example creating a role model for other service personnel. As part of the role, you will assist in championing the continued development and delivery of the Company's guiding principles. The Service Supervisor will champion the continued development and delivery of the Company's guiding principles. | |
| Business Unit | Aquaheat Facility Services Limited T/A McAra Air Conditioning | |
| Branch/Department: | Facility Services | |
| Reporting To | HVAC Manager | |
| Location | Waikato | |
| Direct Reports | Service Technicians, Groomers & Apprentices | |
| SWITCH Guiding Principles |  | |
| Key Working Relationships | Internal | |

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| | <p>General Manager, Regional Service Manager, HVAC Manager, Project Manager, Project Supervisor, Administration Personnel, Trade Technicians, Team Colleagues, Branch Colleagues and other Aquaheat (ANZL and AFSL) staff, all Horizon Energy Group staff</p> <p>External Contractors, Customers, Consultants, Vendors, Strategic Partners, Regional and Local Authorities and Key Stakeholders.</p> |
| <p>Required Academic Qualifications and Experience</p> | <p>Qualifications</p> <ul style="list-style-type: none"> • A trade qualification preferably in either HVAC or Electrical disciplines. • Trade background with a minimum of 3 years supervisory experience in a HVAC, Plumbing or Electrical trade service environment or related field. • 5 years post trade experience. • Ability to scope and price remedial works and minor quoted jobs. • Current unrestricted NZ Drivers Licence. <p>Experience and Skills Demonstrated experience and skills in relevant trade area required: Demonstrated experience in a relevant trade area required:</p> <ul style="list-style-type: none"> • Proven experience in a trade services environment with a passion for always delivering high quality customer satisfaction. • Ability to provide technical expertise and support staff where required to resolve issues that arise in a busy service operation. • Knowledge of building and service regulations and statutory obligations. • Experience in client relationship/ account management. • Proven ability to meet deadlines with a diverse range of tasks to manage. • A passion for maintaining a safe working environment. • A commitment to provide excellent customer service. • Proven ability to develop a team and operate in a team environment. • Knowledge and understanding of Computerised Maintenance Management Systems (CMMS). • Experience working with OH&S guidelines. |
| <p>Specific Skills</p> | <p>To perform the job successfully, an individual should demonstrate the following competencies:</p> <p>Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.</p> <p>Financial Acumen – Has superior financial analysis, interpretation, and management skills. Delivers above budgets profits by inuring “just in time” expenses and is focused on removing waste from the business.</p> <p>Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilises others to fulfil the vision; Provides vision and inspiration to peers and subordinates; Lives, eats and breathes the company's guiding principles.</p> <p>Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.</p> <p>Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.</p> <p>Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.</p> |

| | <p>Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.</p> <p>Planning/Organising - Prioritises and plans work activities; Uses time efficiently; Sets goals and objectives; Organises or schedules their service jobs and tasks; Develops realistic action plans to meet daily/monthly demands.</p> <p>Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.</p> <p>Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.</p> <p>Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.</p> <p>Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.</p> <p>Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.</p> <p>Reporting – Produces timely information to ensure transparency in performance and results are achieved.</p> | |
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| RESPONSIBILITIES | ACCOUNTABILITIES | KPI'S AND OUTPUTS |
| Authorities | As per the Group Delegated Authority Policy. | |
| Service Delivery | <ul style="list-style-type: none"> Perform, delegate, and oversee tasks as required which result in the timely complete of Service jobs. Oversee and control a high volume of Service Jobs which relate to Planned Maintenance, Reactive or Quoted work. Prepare and present accurate quotations for repairs, installations, and value-added improvements to client assets. Recognise and identify any potential customers for service or installation and pursue or pass onto the appropriate personnel for follow up and action. Ensure the maintenance plan in the CMMS (Computerised Maintenance Management System) will outline a program of work which aims to meet the following requirements: <ul style="list-style-type: none"> Statutory maintenance is carried out to ensure that all buildings, plant, and equipment are maintained in accordance with our contractual obligations, all relevant Acts, Regulations, Codes and Standards, meeting Government and other Statutory Authority requirements. Optimise asset capacity, energy usage and sustainability initiatives. Identify items on the maintenance plans which are not being carried out in | <ul style="list-style-type: none"> Client satisfaction targets for the Services team are met as a minimum and ideally exceeded in most cases. Examples of continuous improvement are available each quarter. No occurrence of non-compliance to policies and procedures is noted. Duties and additional tasks are performed willingly with a consistent “going the extra mile” attitude. |

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| | <p>accordance with our contractual obligations and address and/ or escalate as appropriate.</p> <ul style="list-style-type: none"> ○ Liaise with customers as to the condition of their air conditioning or ventilation systems. <ul style="list-style-type: none"> • Fault find and diagnose problems with air conditioning, ventilation, refrigeration, and control systems, and make good or carry out repairs to allow for correct system operation in line with manufacturers specifications. • Monitor and develop a culture of continuous improvement within the service delivery team, in order that opportunities for enhanced performance across strategies, processes and activities are identified. • Develop and maintain constructive internal relationships to support the achievement of service delivery goals. • Reinforce the vision, goals, and values of the wider business and that of the service delivery function. • Assist in the preparation service documents and proposals. Contribute to scoping and pricing with others to ensure a professional and accurate proposal is submitted. • Complete all paperwork in a timely manner. • Translate and implement business strategy and focus on all goals and objectives to drive business development and revenue growth. • Read and interpret working drawings and produce working drawings for the installation of Heating Ventilation and Air Conditioning. • Participate in the Service Team after-hours call out roster. | |
| People Management | <ul style="list-style-type: none"> • Take responsibility for new employees and apprentices, providing them with onboarding support. • Demonstrate comprehensive trade services management industry experience and expertise to establish staff confidence and lead by example. • Coach, mentor, motivate and supervise team members and subcontractors, and influence them to take positive action and accountability for their assigned tasks. • Understand staff strengths and weaknesses and where necessary implement appropriate training. • Direct and lead technicians and specialist subcontractors in line with stated goals as directed by the HVAC Manager. • Manage or escalate all operational matters relating to technicians to ensure a high-quality service is provided to our clients in line with our contractual obligations. • Hold weekly meetings with the Technicians and Administration support who are supporting you in directing your technicians. • Regularly review the activities of technicians. • Ensure Aquaheat policies and disciplines are observed. | <ul style="list-style-type: none"> • Motivate and mentor direct reports to cultivate skills and abilities. |

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| Relationship Management | <ul style="list-style-type: none"> Develops and maintains collaborative and productive relationships with the client and key stakeholders. Understands the client's and key stakeholder's requirements. Provides targeted strategic management advice and recommendations where appropriate. Ensures the client or key stakeholder issues are managed effectively achieving positive outcomes for both the client and Aquaheat. Liaise with Clients in a timely manner. | <ul style="list-style-type: none"> Feedback from key stakeholders. |
| Pricing Quotes/Tenders | <ul style="list-style-type: none"> Scope and price Planned Maintenance, Reactive of small Project Works with the support of the HVAC Manager as directed by the client clearly documenting exactly what work Aquaheat will complete as part of the price we have submitted. Ensure subcontractor and supplier pricing is analysed for compliance with risks identified and managed. Ensure pricing/tender queries are responded in a timely manner. Follow up pricing/tenders submitted to actively manage and negotiate tender clarifications and price options. | <ul style="list-style-type: none"> Timely and accurate pricing Securing additional revenue Achieving agreed margins from work secured |
| Finance | <ul style="list-style-type: none"> Financial and budgetary control of all aspects of the service business within their delegated authority. Cost variation control and changes of scope. Analyses contract profitability, revenue, margins. Ensures timely and accurate invoicing and maintains a financial overview of the contract. Follow up with clients when necessary, regarding any unpaid invoices. | <ul style="list-style-type: none"> Contract costs managed appropriately, and margins meet or exceed budget. |
| Compliance & Quality Systems | <ul style="list-style-type: none"> Develop best practices and tools for contract execution and management. Comply with all relevant implied or stated policies, procedures and standards including but not limited to: <ul style="list-style-type: none"> Aquaheat standard operating policies and procedures Statutory and environment requirements pertaining to the contract including but not limited to: <ul style="list-style-type: none"> The Building Act 2004, Resource Management Act 1992 The Health & Safety at Work Act 2015 Industry standards Quality standards Identify and report on non-conforming product and processes and implement control measures. Implement corrective and preventative action procedures through the analysis of the causes of non-conforming work, product, or other aspect of the quality system. Manage document control for the Service Team. | <ul style="list-style-type: none"> Quality assurance documentation is utilised. All contract documentation developed and maintained as required. |
| Training | <ul style="list-style-type: none"> Participate in the identification of training requirements and initiate training programs to | <ul style="list-style-type: none"> Training matrix for personnel developed. |

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| | <p>ensure all personnel are appropriately qualified to perform their assigned duties.</p> <ul style="list-style-type: none"> Implement training procedures in accordance with operating procedures. | <ul style="list-style-type: none"> Training plan developed and has been actively followed. |
| Health & Safety | <ul style="list-style-type: none"> Follow the Group's 10 Safety Rules Demonstrate personal responsibility for safety by ensuring you, all staff and contractors comply with the Health & Safety at Work Act 2015 (or successor legislations), health and safety policies, procedures, systems, and instructions, but not limited to: <ul style="list-style-type: none"> Undertaking health and safety training Reporting all health and safety hazards and incidents including near misses in a timely manner Conducting safety audits Demonstrate safety leadership in accordance with the requirements of your role. Actively participate in hazard identification and risk management. Actively participate in safety initiatives i.e., toolbox talks, safety observations and inspections. Actively participate either through promotion, contribution or encouragement of worker consultation and input to safe work practices. Ensure all incidents are reported and recorded in the Group's H&S Management database, in a timely manner. Ensure you, all staff and contractors meet the required competency level for the task that they are undertaking and prior to commencement with the Company they have undergone a comprehensive Company induction and approval process. Promote and ensure all staff report health and safety incidents in a timely manner. Report to your Manager conditions or practices that are either unsafe or that may adversely impact the environment, to ensure prompt resolution of potential hazards. Ensure a clean and tidy work area is maintained at all times with housekeeping undertaken as required. Ensure that any Personal Protective Equipment appropriate to the task undertaken is always worn/used in accordance with minimum PPE requirements. Participate in emergency drills and training sessions in occupational health and safety as required. | <ul style="list-style-type: none"> All training is completed. No occurrence of non-compliance is noted. Hazards, incidents and near misses are reported in accordance with Group policies and procedures. |
| Customer Service | <ul style="list-style-type: none"> Maintain a culture that continually reviews services, business processes, systems, and market information to ensure continuous improvement and best practice principles are adopted. Ensure the provision and maintenance of a high level of service to customers meeting the | <ul style="list-style-type: none"> Customer expectations are met with regards to quality and timely delivery of services. Zero customer complaints. |

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| | <p>demands and needs of our customers in a fast, efficient, and responsive manner.</p> <ul style="list-style-type: none"> • Ensure all customer issues are managed and resolved effectively and efficiently achieving positive outcomes for all parties concerned. • Understand our customers' requirements and the scope of their current contracts as it relates to your area of responsibility. • Seek, develop, and maintain collaborative and productive relationships with all customers and stakeholders to support the delivery of our services. • Be proactive in ensuring staff and contractors are being managed in line with service deliverables and that all services are delivered to a high standard ensuring staff and contractors observe all Company policies, procedures, and processes at all times. • Build and maintain standards of work that enable and support staff and contractors to meet and exceed the terms of our various service contracts and customer expectations. • Be proactive in educating staff and contractors on the importance of all KPI's relating to any contracts and customer expectations, and ensure they are taking necessary steps to meet and exceed all KPI's on a daily basis. • Regularly audit workmanship in terms of service delivery, quality, and compliance. • Ensure staff and contractors are familiar with the latest maintenance management techniques, asset management, legislative requirements, and deliverables to ensure we deliver on our contractual obligations to our various customers. Support Management by providing timely information and reports as requested. | |
| Time Management | <ul style="list-style-type: none"> • Effectively prioritise workload and manage time to ensure all duties are completed within required deadlines. | |
| Team Delivery | <ul style="list-style-type: none"> • Always develops constructive and cooperative working relationships with team members and addresses colleagues in a professional and courteous manner. • Demonstrates an ability to work well within a team environment and takes on the responsibility of ensuring all work tasks are completed. • Offers guidance, support, and assistance to other staff. | <ul style="list-style-type: none"> • Team output – all tasks are completed. • Manager feedback. |
| Use & Care of Equipment | <ul style="list-style-type: none"> • Uses all equipment in accordance with procedures and instructions and maintains all equipment in a clean condition. • Report faults and damage of or to equipment to Manager. | <ul style="list-style-type: none"> • Zero breaches of equipment usage procedures. • Inspection of work area. |
| Other | <ul style="list-style-type: none"> • Follow the Group's guiding principles SWITCH • Project a positive attitude and actively contribute to a companywide culture of effective communication, cooperation, and teamwork. | |

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| | <ul style="list-style-type: none"> • Demonstrate pride in the Company and a commitment to the business objectives. • Attend and participate fully and positively at all meetings as required. • Provide clear, meaningful, and timely communications effectively, in both written and verbal form. • You are expected to perform other duties, as assigned by your manager, that can be reasonably regarded as related to the role and which can be reasonably expected to be within your experience and capabilities. • This position description may be amended from time to time to reflect changes to contractual requirements of the client. | |
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Employee Full Name (Please Print)

Employee Signature

Date

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Employer Full Name & Title (Authorised Signatory)

Employer Signature

Date