


POSITION DESCRIPTION

POSITION:	HVAC SERVICE TECHNICIAN	DATE: February 2025
Purpose	<p>The purpose of this role is to efficiently, effectively and safely carry out all planned or remedial maintenance (cleaning) of filters and trade assistant duties tasked.</p> <p>This includes the cleaning of air filters and associated components, completion of minor maintenance and remedial tasks to HVAC Mechanical systems as requested/ instructed by the by the HVAC Manager, Supervisor and/ or Service Coordinator.</p> <p>At all times enthusiastically expedite all works in a professional and tradesperson like manner to a level of quality that meets current accepted commercial/ industry standards.</p> <p>This role entails working unsupervised, or as part of a team, to deliver high quality mechanical trade service.</p> <p>The HVAC Maintenance Technician position therefore requires an individual with the willingness to work flexible hours and the ability to manage their own time in order to meet deadlines.</p> <p>The HVAC Maintenance Technician is further responsible for ensuring a safe working environment for self, colleagues, customers, and the general public.</p> <p>This position will require availability for afterhours work from time to time to service our client base.</p> <p>The HVAC Maintenance Technician will champion the continued development and delivery of the Company's guiding principles.</p>	
Business Unit	Aquaheat Facility Services Limited	
Branch/Department:	Auckland Facility Services	
Reporting To	HVAC Manager	
Location	Waikato	
Direct Reports	Not Applicable	
SWITCH Guiding Principles		
Key Working Relationships	<p>Internal</p> <p>Regional Service Manager, HVAC Manager, HVAC Mechanical Estimator, Senior HVAC Mechanical Technician, HVAC Mechanical Technician, Project Manager, Key Account Manager, Administration Supervisor, Service Coordinator, Service Administrator,</p>	

	<p>General Administrator, Team Colleagues, Branch Colleagues and other Aquaheat (ANZL and AFSL) staff, all Horizon Energy Group staff</p> <p>External Customers, Contractors, Service Providers, Consultants, Suppliers and Key Stakeholders</p>	
Required Academic Qualifications and Experience	<p>Qualifications</p> <ul style="list-style-type: none"> • Have NZ recognized HVAC certification and qualifications • Current Class 1 NZ Drivers License • EST registration preferable <p>Experience</p> <ul style="list-style-type: none"> • Experience in HVAC focused small projects, reactive works and maintenance • NZ residency and/or valid NZ permit to work • Current NZ Class 1 (car) driver's license • Well organised and capable of multi-tasking • Be well presented and have a high degree of self-motivation • Have the ability to work independently or as part of a team • A passion for maintaining a safe work environment • Excellent communication and customer service skills 	
Specific Skills	<p>To perform the job successfully, an individual should demonstrate the following competencies:</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>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>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>	
RESPONSIBILITIES	ACCOUNTABILITIES	KPI'S AND OUTPUTS

Authorities	As per the Group Delegated Authority Policy.	
Quality Workmanship	<ul style="list-style-type: none"> Attend sites to conduct all planned or remedial maintenance (cleaning) of filters, and equipment in accordance with New Zealand standard requirements and company guidelines. Complete all inspections as per the planned preventative maintenance plan and check sheets provided. Program and coordinate activities to meet with specific site requirements and client programs. Ensures high standards of workmanship are maintained and that quality standards pertaining to trades services are met. Ensures all work completed meets relevant legislative or industry standards. Identify and report remedial works resulting from planned maintenance inspections. Arrange necessary equipment for job through liaising with service coordinator, general administrator and suppliers. Coordinate work to maximise invoicing potential and profitability from work in progress. Assist service coordinator and general administrator with scheduling of work and prioritising your work requirements. Conduct all service work activities in accordance with client policy and specific site conditions. Attend all necessary site inductions and training needs to allow unrestricted access, and effective conducting of the work. Notify service coordinator of any substandard workmanship that you notice on site. Assist HVAC Mechanical Service Technicians as instructed by your service coordinator or general administrator. Other duties as reasonably requested. 	<ul style="list-style-type: none"> All work carried out to the relevant NZ standard or company guidelines. All jobs completed within the allocated timeframe. All reports and paperwork completed accurately and within specified timelines. Accurate condition assessment of plant and equipment. All AFSL KPI's are met. All client KPI's are met.
Service Documentation/ Reporting	<ul style="list-style-type: none"> Ensure all service documentation is filled in accurately to a high standard, in full, signed by the client where applicable and handed into the office on a weekly basis or sooner if you are visiting the office on a more regular basis. Review and complete work dockets and document all additional rectification and repair work opportunities. Itemise and cost remedial work for office to review prior to being sent to the client. Submit timesheets and other documentation as required in an accurate and timely manner. Assist with the compilation of more detailed service reports. 	<ul style="list-style-type: none"> All reports and paperwork completed accurately and within specified timelines.

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 	<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.
	<ul style="list-style-type: none"> 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, Vault, 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 worn/used at all times in accordance with minimum PPE requirements. Participate in emergency drills and training sessions in occupational health and safety as required. 	

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 demands and needs of our customers in a fast, efficient and responsive manner. • 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 	<ul style="list-style-type: none"> • Customer expectations are met with regards to quality and timely delivery of services. • Zero customer complaints.
	<p>exceed the terms of our various service contracts and customer expectations.</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • All planned maintenance is completed in month it is due. • All remedial service jobs/ tasks are completed in line with priority rating.
Team Delivery	<ul style="list-style-type: none"> • Develops constructive and cooperative working relationships with team members and addresses colleagues in a professional and courteous manner at all times. • 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. • Supervisory 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. • 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 clients. 	

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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