

# POSITION DESCRIPTION

POSITION:	HVAC/REFRIGERATION TECHNICIAN	DATE: FEBRUARY 2025
Purpose	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>Efficiently, effectively and safely carry out all planned maintenance, reactive or remedial service work, fault diagnostics and installation works relating to Refrigeration, HVAC Mechanical (air conditioning) as requested/ instructed by the Supervisor and/ or Service Coordinator</li> <li>At all times enthusiastically expedite all works in a professional and tradesman like manner to a level of quality that meets current accepted commercial/ industry standards.</li> <li>This role entails working unsupervised, or as part of a team, to deliver high quality refrigeration and HVAC mechanical trade service.</li> <li>The Refrigeration 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.</li> <li>The Refrigeration Technician is further responsible for ensuring a safe working environment for self, colleagues, customers, and the general public.</li> <li>This position will require availability for afterhours work and emergency call support on a rotating basis.</li> <li>The Refrigeration Technician will champion the continued development and delivery of the Company's guiding principles.</li> </ul>	
Business Unit	Aquaheat Facility Services Limited	
Branch/Department:	Wellington Facility Services	
Reporting To	Refrigeration Supervisor	
Location	Wellington	
Direct Reports	Not Applicable.	
SWITCH Guiding Principles	<p><b>SUSTAINABILITY</b> Investing in our Future</p> <p><b>WELLBEING</b> Creating success through our People</p> <p><b>INNOVATION</b> Think beyond the Horizon</p> <p><b>TRANSPARENCY</b> We will act with honesty and integrity in everything that we do</p> <p><b>CUSTOMER</b> We will strive to exceed expectations all the time</p> <p><b>HEALTH &amp; SAFETY</b> Act Safe, Work Safe, Live Safe</p>	
Key Working Relationships	<p><b>Internal</b> Regional Service Manager, Operations Manager, Service Supervisor, Refrigeration Supervisor, Key Account/ Project Manager, Administration Supervisor, Service Coordinator, Service Administrator, General Administrator, Other Trade Technicians, Team Colleagues, Branch Colleagues and other Aquaheat (ANZL and AFSL) staff</p> <p><b>External</b> Customers, Contractors, Service Providers, Consultants, Suppliers and Key Stakeholders</p>	
Required Academic Qualifications and Experience	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>NZ Qualification in Refrigeration, HVAC and Electrical</li> <li>5 years post trade experience</li> </ul>	

	<ul style="list-style-type: none"> <li>Valid, unrestricted NZ Drivers Licence</li> </ul>	
	<p><b>Experience</b> Demonstrated experience in relevant trade area required:</p> <ul style="list-style-type: none"> <li>Installation and maintenance of refrigeration, HVAC and mechanical plant</li> <li>Commercial and industrial installation and maintenance</li> <li>Experience with building services refrigeration / mechanical systems</li> <li>Experience in responding to and satisfying customer requests</li> <li>Experience with using hand or power equipment</li> <li>Experience working within Health &amp; Safety guidelines</li> </ul>	
<b>Specific Skills</b>	<p>To perform the job successfully, an individual should demonstrate the following competencies:</p> <p><b>Motivation</b> - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.</p> <p><b>Customer Service</b> - 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><b>Judgment</b> - 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><b>Planning/Organising</b> - 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><b>Technical Skills</b> - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.</p> <p><b>Teamwork</b> - 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><b>Quality Management</b> - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.</p> <p><b>Adaptability</b> - 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><b>Reporting</b> – Produces timely information to ensure transparency in performance and results are achieved.</p>	
RESPONSIBILITIES	ACCOUNTABILITIES	KPI'S AND OUTPUTS
<b>Authorities</b>	As per the Group Delegated Authority Policy.	
<b>Quality Workmanship</b>	<ul style="list-style-type: none"> <li>Ensures high standards of workmanship are maintained and that quality standards pertaining to trades services are met.</li> <li>Ensures all work completed meets relevant legislative or industry standards.</li> <li>Attend at sites to conduct planned maintenance, reactive or remedial service work, fault diagnostics and installation works of refrigeration, heating/ mechanical systems &amp; equipment in accordance with New Zealand</li> </ul>	<ul style="list-style-type: none"> <li>All work carried out to the relevant NZ standard</li> <li>All jobs completed within the allocated timeframe</li> <li>All reports and paperwork completed accurately and within specified timelines</li> <li>Accurate condition assessment of plant &amp; equipment</li> </ul>

	<p>Standards requirements and company guidelines.</p> <ul style="list-style-type: none"> <li>• Program and coordinate activities to meet with specific site requirements and client programs.</li> <li>• Identify and report remedial works resulting from planned maintenance inspections.</li> <li>• Arrange necessary equipment through liaising with your Supervisor, Service Coordinator and suppliers.</li> <li>• Coordinate work to maximise invoicing potential and profitability from work in progress.</li> <li>• Assist your Supervisor and Service Coordinator with scheduling of work and prioritising your work requirements.</li> <li>• Conduct all service work activities in accordance with client policy and specific site conditions.</li> <li>• Attend all necessary site inductions and training needs to allow unrestricted access, and effective conducting of the work.</li> <li>• 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 going to being sent to client.</li> <li>• Liaise with your Supervisor and Service Coordinator on work in progress and assist with delivery of work scheduled to maximise efficiency and communicate this with clients where necessary.</li> <li>• Submit timesheets and other documentation as required in an accurate and timely manner.</li> <li>• Assist with the compilation of more detailed service reports.</li> <li>• Other duties as reasonably requested.</li> </ul>	<ul style="list-style-type: none"> <li>• All ANZL KPI's are met</li> <li>• All client KPI's are met</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Follow the Group's 10 Safety Rules</li> <li>• Demonstrate personal responsibility for safety by ensuring you, all staff and contractors comply with the Health &amp; 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"> <li>▸ Undertaking health and safety training</li> <li>▸ Reporting all health and safety hazards and incidents including near misses in a timely manner</li> <li>▸ Conducting safety audits</li> </ul> </li> <li>• Demonstrate safety leadership in accordance with the requirements of your role.</li> <li>• Actively participate in hazard identification and risk management.</li> <li>• Actively participate in safety initiatives i.e. toolbox talks, safety observations and inspections.</li> <li>• Actively participate either through promotion, contribution or encouragement of worker consultation and input to safe work practices.</li> </ul>	<ul style="list-style-type: none"> <li>• All training is completed.</li> <li>• No occurrence of non-compliance is noted.</li> <li>• Hazards, incidents and near misses are reported in accordance with Group policies and procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure all incidents are reported and recorded in the Group's H&amp;S Management database, Vault, in a timely manner.</li> <li>• 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.</li> <li>• Promote and ensure all staff report health and safety incidents in a timely manner.</li> <li>• 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.</li> <li>• Ensure a clean and tidy work area is maintained at all times with housekeeping undertaken as required.</li> <li>• Ensure that any Personal Protective Equipment appropriate to the task undertaken is worn/used at all times in accordance with minimum PPE requirements.</li> <li>• Participate in emergency drills and training sessions in occupational health and safety as required.</li> </ul>	
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Maintain a culture that continually reviews services, business processes, systems and market information to ensure continuous improvement and best practice principles are adopted.</li> <li>• 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.</li> <li>• Ensure all customer issues are managed and resolved effectively and efficiently achieving positive outcomes for all parties concerned.</li> <li>• Understand our customers' requirements and the scope of their current contracts as it relates to your area of responsibility.</li> <li>• Seek, develop and maintain collaborative and productive relationships with all customers and stakeholders to support the delivery of our services.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer expectations are met with regards to quality and timely delivery of services.</li> <li>• Zero customer complaints.</li> </ul>

	<ul style="list-style-type: none"> <li>Regularly audit workmanship in terms of service delivery, quality and compliance.</li> <li>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.</li> <li>Support Management by providing timely information and reports as requested.</li> </ul>	
<b>Time Management</b>	<ul style="list-style-type: none"> <li>Effectively prioritise workload and manage time to ensure all duties are completed within required deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>All planned maintenance is completed in month it is due.</li> <li>All reactive service jobs/tasks are completed in line with priority rating.</li> </ul>
<b>Team Delivery</b>	<ul style="list-style-type: none"> <li>Develops constructive and cooperative working relationships with team members and addresses colleagues in a professional and courteous manner at all times.</li> <li>Demonstrates an ability to work well within a team environment and takes on the responsibility of ensuring all work tasks are completed.</li> <li>Offers guidance, support and assistance to other staff.</li> </ul>	<ul style="list-style-type: none"> <li>Team output – all tasks are completed.</li> <li>Supervisory feedback.</li> </ul>
<b>Use &amp; Care of Equipment</b>	<ul style="list-style-type: none"> <li>Uses all equipment in accordance with procedures and instructions and maintains all equipment in a clean condition.</li> <li>Report faults and damage of or to equipment to Manager.</li> </ul>	<ul style="list-style-type: none"> <li>Zero breaches of equipment usage procedures.</li> <li>Inspection of work area.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Follow the Group's guiding principles SWITCH</li> <li>Project a positive attitude and actively contribute to a companywide culture of effective communication, cooperation and teamwork.</li> <li>Demonstrate pride in the Company and a commitment to the business objectives.</li> <li>Attend and participate fully and positively at all meetings as required.</li> <li>Provide clear, meaningful and timely communications effectively, in both written and verbal form.</li> <li>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.</li> <li>This position description may be amended from time to time to reflect changes to contractual requirements of clients.</li> </ul>	

Employee Full Name (Please Print)

Employee Signature

Date

Jim Cane  
**Regional Service Manager**

*Employer Full Name & Title (Authorised Signatory)*

*Employer Signature*

25/06/2020

*Date*