


POSITION DESCRIPTION

POSITION:	HVAC INSTALLER	DATE: JANUARY 2025
Purpose	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> To efficiently, effectively and safely carry out HVAC Mechanical installation work, and to ensure that your work meets the relevant quality, budget and safety standards. 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. This role entails working unsupervised, or as part of a team, to deliver high quality HVAC Mechanical installation works. The HVAC Installer 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. The HVAC Installer is further responsible for ensuring a safe working environment for self, colleagues, customers, and the general public. The HVAC Installer will champion the continued development and delivery of the Company's guiding principles. 	
Business Unit	Aquaheat New Zealand Limited	
Branch/Department:	Queenstown Contracting	
Reporting To	Contracts Manager and Day to Day Project Manager or HVAC Mechanical Supervisor on Site you are working on	
Location	Queenstown Lakes, Central Otago, Southland	
Direct Reports	Not Applicable.	
SWITCH Guiding Principles		
Key Working Relationships	<p>Internal</p> <p>Contracts Managers, Contracts Administrator, Senior Estimator, HVAC Estimator/ Quantity Surveyor, Mechanical Engineer, Project Managers, Site Managers, Site Supervisors, Site Delivery Team, HSEQ Manager, other ANZL and AFSL staff and Horizon Energy Group staff.</p>	

	External Customers, Contractors, Service Providers, Consultants, Suppliers and Key Stakeholders
Required Academic Qualifications and Experience	Qualifications <ul style="list-style-type: none"> NZ Qualification in HVAC, Gas, Refrigeration and/or Electrical or equivalent Limited Electrical Licence (EST A & B) or equivalent 5 years post trade experience Valid, NZ Drivers Licence Self-motivated, service-oriented, and hardworking Highly organised and responsible Fast learner with a willingness to learn Honest and detail-oriented Experience Demonstrated experience in relevant trade area required: <ul style="list-style-type: none"> Installation and maintenance of HVAC & Mechanical Plant Commercial installation and maintenance Experience with building services specialising in mechanical systems Experience with heating, ventilation and air conditioning systems Experience in responding to and satisfying customer requests Experience with using hand or power equipment Experience working within Health and Safety guidelines Proficient in interpreting Mechanical, Civil, Piping Isometric Drawings & Piping Instrumentation Diagrams Strong background in Hydraulics and Pneumatics Systems Experienced in pipe installation, maintenance, and repair for various systems (water, steam, chemicals, fuel) Skilled in measuring, cutting, threading, bending, reaming, and assembling pipes Expertise in installing FCU, AHU ducting, heat pumps, and condensate lines Proficient in leak testing, troubleshooting, and high-pressure system inspections Experienced in coordinating with supervisors, foremen, and engineers for project execution Follows safety protocols, including work permits, toolbox talks, and housekeeping procedures
Specific Skills	To perform the job successfully, an individual should demonstrate the following competencies: Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals. 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. 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. 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. Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others. 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

	<p>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"> Ensures high standards of workmanship are maintained and that quality standards pertaining to all HVAC Mechanical installation works are met. Ensures all work completed meets relevant legislative or industry standards. Ensure all HVAC installation works of mechanical systems and equipment is in accordance with New Zealand Standards requirements and company guidelines. Arrange necessary equipment and materials through liaising with site supervisor or project manager. Conduct all installation/ service work activities in accordance with head contractor/ client policy and specific site conditions. Attend all necessary site inductions and training needs to allow unrestricted access, and effective conducting of the work. Liaise site supervisor or project manager on work in progress and assist with delivery of work scheduled to maximise efficiency and communicate this with head contractor/ clients where necessary. Follow project drawings and specifications. Seek advice from the leading hand, site foreman, site supervisor or project manager on matters of clarification and project direction. Other duties as reasonably requested. 	<ul style="list-style-type: none"> All work carried out to the relevant NZ standard All projects completed within the allocated timeframe All reports and paperwork completed accurately and within specified timelines All ANZL KPI's are met All client KPI's are met
Project Documentation Reporting	<ul style="list-style-type: none"> Ensure all documentation is filled in accurately, in full, signed by the head contractor/ client or project manager where applicable and handed into the appropriate person in a timely manner. Review and complete quality documentation in line with company guidelines. Submit timesheets and other documentation as required in an accurate and timely manner. Assist with the compilation of more detailed project 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 	<ul style="list-style-type: none"> All training is completed.

	<ul style="list-style-type: none"> • 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, 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. 	<ul style="list-style-type: none"> • 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 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. 	<ul style="list-style-type: none"> • Customer expectations are met with regards to quality and timely delivery of services. • Zero customer complaints.

	<ul style="list-style-type: none"> • 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. • Where you are on a site with multiple service technicians, you will be responsible for organising their work and ensuring all staff are kept fully productive. 	<ul style="list-style-type: none"> • All planned maintenance is completed in month it is due. • All reactive 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. • 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 	

	<p>effective communication, cooperation and teamwork.</p> <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 clients. 	
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<i>Employee Full Name (Please Print)</i>	<i>Employee Signature</i>	<i>Date</i>
Danny Dover Regional Manager/National MEP Manager		3/02/2025
<i>Employer Full Name & Title (Authorised Signatory)</i>	<i>Employer Signature</i>	<i>Date</i>