

# POSITION DESCRIPTION

POSITION:	HVAC MAINTENANCE TECHNICIAN	DATE: FEBRUARY 2025
<b>Purpose</b>	<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 HVAC Mechanical (air conditioning and refrigeration) as requested/ instructed by the Regional Service Manager, 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, requiring self-motivation, organisation and planning and at times will require the role to seek and secure a continuity of work.</li> <li>The HVAC Mechanical Service Technician position 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 HVAC Mechanical Service 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 HVAC Mechanical Service Technician will champion the continued development and delivery of the Company's guiding principles.</li> </ul>	
<b>Business Unit</b>	Aquaheat Facility Services Limited	
<b>Branch/Department:</b>	Facility Services	
<b>Reporting To</b>	Regional Service Manager	
<b>Location</b>	Queenstown	
<b>Direct Reports</b>	Not Applicable.	
<b>SWITCH Guiding Principles</b>	 <p><b>Our values</b></p> <p><b>HEALTH &amp; SAFETY</b> Act safe, work safe, live safe</p> <p><b>CUSTOMER FOCUS</b> Find them, keep them</p> <p><b>TRUST</b> Be honest</p> <p><b>SUSTAINABILITY</b> Investing in our future</p> <p><b>WINNING</b> Make it happen</p> <p><b>INNOVATION</b> Make it better</p> <p><b>SWITCH</b> Are you SWITCHED on?</p>	

<b>Key Working Relationships</b>	<p><b>Internal</b> Regional Service Manager, Supervisor, Mechanical Technicians, Administration staff, Team Colleagues, Branch Colleagues and other Aquaheat (ANZL and AFSL) staff, all Horizon Energy Group staff</p> <p><b>External</b> Customers, Contractors, Service Providers, Consultants, Suppliers and Key Stakeholders</p>	
<b>Required Academic Qualifications and Experience</b>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Relevant trade qualification desirable</li> <li>• Valid, unrestricted manual NZ Drivers Licence</li> </ul> <p><b>Experience</b> Demonstrated experience in relevant trade area required:</p> <ul style="list-style-type: none"> <li>• Minimum of 2 years' experience as a labourer, general handyperson or within the HVAC Mechanical trade</li> <li>• Knowledge and understanding of maintenance practices and procedures</li> <li>• Working in a service environment customer focused organisation</li> <li>• Excellent written and oral communication skills</li> <li>• Experience with using hand or power equipment</li> <li>• Experience working within OH&amp;S 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>	
<b>RESPONSIBILITIES</b>	<b>ACCOUNTABILITIES</b>	<b>KPI'S AND OUTPUTS</b>

<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 sites to conduct all planned or remedial maintenance (cleaning) of filters and equipment in accordance with New Zealand Standards requirements and company guidelines.</li> <li>• Complete all inspections as per the planned preventative maintenance plan and check sheets provided.</li> <li>• Provide on-the-job assistance to trade personnel on site assisting with planned and reactive maintenance tasks including painting, cleaning plant rooms and assisting other trade qualified staff and any other general handyman duties.</li> <li>• Execute specific trade activities in an effective and efficient manner.</li> <li>• Ensure your work meets the relevant quality and safety standards as requested, instructed, or directed by the various trade staff you are working with.</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>• Identify and report remedial works resulting from planned maintenance inspections.</li> <li>• Arrange necessary equipment for job through liaising with Service Coordinator, General Administrator and suppliers.</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>• Coordinate work to maximise invoicing potential and profitability from work in progress.</li> <li>• Submit timesheets and other documentation as required in an accurate and timely manner.</li> <li>• Assist Service Coordinator and General Administrator with scheduling of work and prioritising your work requirements.</li> <li>• Notify Service Coordinator of any substandard workmanship that you notice on site.</li> <li>• Other duties as reasonably requested.</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> <li>• All AFSL 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</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</li> </ul>

	<p>safety policies, procedures, systems and instructions, but not limited to:</p> <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> <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> <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>	<p>in accordance with Group policies and procedures.</p>
<p><b>Customer Service</b></p>	<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</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>

	<p>stakeholders to support the delivery of our services.</p> <ul style="list-style-type: none"> <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> <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> </ul>	

	<ul style="list-style-type: none"> <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>	
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*Employee Full Name (Please Print)*

*Employee Signature*

*Date*

John Cross <b>REGIONAL SERVICE MANAGER</b>		11/03/24
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*Employer Full Name & Title (Authorised Signatory)*

*Employer Signature*

*Date*