

Technician Position Description



Employee:		Date Prepared:	20 March 2018
Location:		Hours:	38 hr week on roster
Status:	Full time	Responsible to:	Managing Director
Start Date:		Probation:	3 Months
KPI's Apply:	Yes	Perform. Review:	6 Months

Company Background:

Harbourside Refrigeration & Air-conditioning is based in Coffs Harbour and services the surrounding area. We supply and install residential and commercial air-conditioning systems, commercial refrigeration systems and catering equipment. Our family business, has built a culture where people build their career as we continue to grow in the market by providing quality products with exceptional customer service.

Purpose of Position:

Based in Coffs Harbour and servicing the surrounding area the Refrigeration & Air-Conditioning Technician will perform routine installation, maintenance, and repair work on refrigeration and air-conditioning systems in domestic, commercial, and light industrial situations.

Responsibilities & Accountability Outcomes:

Repairs & Maintenance

Systems analysis, fault finding & repairs. Fixing issues in refrigeration and air-conditioning systems as needed

Outcome = Customers expectations are exceeded

Installation Project Management

Work from building plans for installation projects. Project manage your jobs from start to finish.

Outcome = Exceed customer expectations

Customer Service

Provide good product knowledge, communicate with customers and seek opportunities for up selling or cross selling.

Outcome = Customers expectations are exceeded and sales leads and handed to the sales team

Tools & Equipment

Ensure all tools are in good working order (batteries charged, gas bottles filled). All tags are current and maintenance of equipment in your vehicle is current. All vehicles are clean and in good running order. Notify management where equipment is faulty, due for servicing or needing replacement

Outcome = No down time due to faulty inhouse equipment

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Stock Control/Loading Vehicles

Maintain a reasonable level of stock in your vehicle for repairs and installations. Work with the operations supervisor to order equipment as required to complete works. Provide the job number to wholesalers for invoicing and return unused stock to wholesaler for credit.

Outcome = Stock levels are within required order limits and jobs are done on time & within budget

Supervision of Others

While supervising other staff members ensure they are aware of any site safety issues observed while completing the risk assessment on arrival. Ensure they are following SWMS at all times. Delegate work appropriate to their ability to complete.

Outcome = Apprentices and Technicians learn in a collaborative, supportive, safe and nurturing environment

Record Keeping

Complete all time sheet times, description of works and include all materials used on completion of the job and mark as the correct job state. Writing and submitting reports on resolved issues. **Outcome = All documentation and reports provided to admin in a timely manner**

Staff Meetings

Participate in the company's routine of meetings including the daily toolbox and weekly staff meeting.

Outcome = Meetings are effective, staff are provide routine feedback on performance, priorities and all staff are highly engaged

Work Health & Safety (WHS)

Complete site safety audits for all work sites. Work in accordance with the company's Safe Work Method Statements and Safe Work Polices. Conduct hazard and risk assessments at all work sites and implement controls where required. Report all accidents and incidents.

Outcome = company maintains an exceptional safe workplace status for all the team

Professional Development

Participate in professional development activities (eg courses and seminars) to maintain and continuously improve knowledge required to competently fulfil the requirements of the position.

Outcome = attendance at professional development training events etc

Qualifications and Experience:

- Trade qualified
- OHS White Card
- Hold a valid drivers licence and prepared to travel for work.
- Must pass a police check
- Proven experience working in commercial refrigeration
- Team player and able to work unsupervised
- Demonstrated ability to provide excellent customer service.

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- Demonstrated high level written communication and inter-personal skills.
- Demonstrated capability to plan, budget, project manage and coordinate timely completion of air-conditioning & refrigeration jobs

Summary terms and conditions:

Our Technicians are based at our head office; however, the workplace will vary day by day and job by job. As the work is installation and repair of systems, our technicians may work in private homes, commercial offices, industrial warehouses, etc.

This is a full-time position with an 'on call' rotated roster.

A company vehicle is provided during work hours and when 'on call'.

Salary will be based on your level of experience and well above Award rates.