

JOB TITLE	MAINTENANCE COORDINATOR
DIVISION	SERVICE & MAINTENANCE CHRISTCHURCH
REPORTS TO	ACCOUNT MANAGER
DATE	17/10/2019

POSITION DESCRIPTION

Position purpose The position supports service and maintenance in Christchurch by providing administration and coordination services to the team. This ensures the success of the business.

Main responsibilities

Core responsibilities:

- Model Benmax values and behaviours
- Comply with relevant codes and standards including WHSE and company's quality assurance (QA) system
- Participate in internal and external QA audits
- Improve efficiency and effectiveness by seeking to continually improve systems and processes in consultation with your supervisor
- Participate in team meetings

Position specific:

- Review monthly hours booked versus allocated to maintenance contracts and advise Account Manager accordingly
- Compile monthly activity reports and issue to Account Manager prior to 15th of every month
- Enter new maintenance contracts into TSM, ensuring all information is correct
- Create service calls in TSM and coordinate with service technician(s) to schedule and complete
- Ensure scheduling of maintenance contracts is up to date and correct.
- Conduct contract reviews/administration including renewal of contracts and subcontractor purchase orders in consultation with Account Manager
- Ensure maintenance contracts are rolled over on anniversary date and increases applied in consultation with Account Manager
- Ensure subcontractor Purchase Orders are issued
- Compile all subcontractor service reports and ensure they are entered into TSM under the relevant contract
- Assist Account Manager with Building Condition Reports
- Undertake word processing, data entry photocopying and email
- Approve creditors' invoices for service and maintenance
- Maintain and archive records (suppliers, accounts payable and payments)
- Manage debtors' spreadsheet, liaise with clients and follow up overdue invoices for service and maintenance
- Other duties relevant to the position as directed.

The above list is not exhaustive and the role may change to meet Benmax strategic objectives.

Knowledge, skills and abilities

All roles:

- [Level 4 core competencies \(office\)](#)

This position:

- Highly developed Microsoft Office skills
- Sound understanding of contract management
- Some experience with a service software system

Qualifications

- NCEA level 2

Industry membership/s

Experience

- 2 years' experience in similar role