

<b>JOB TITLE</b>	<b>SERVICE MANAGER</b>
<b>DIVISION</b>	<b>SERVICE</b>
<b>REPORTS TO</b>	<b>GENERAL MANAGER</b>
<b>DATE</b>	<b>21/01/2021</b>

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**POSITION DESCRIPTION**

**Position purpose** The Service Manager is responsible for providing service and maintenance leadership and advice, and sharing their technical knowledge, to contribute to the success of the company.

**Main responsibilities**

Core responsibilities:

- Develop, promote and model Benmax values and behaviours
- Lead, support and develop the Division's team to deliver exceptional service and maintenance to support other Divisions, contribute to the company's strategic objectives and meet financial targets
- Promote and ensure compliance with relevant codes and standards Including Benmax WHSEQ systems
- Oversee and as required, participate in internal and external QA audits
- Improve efficiency and effectiveness by continually reviewing and updating the Service Division's systems and processes and running regular division meetings
- Participate in Division planning and participate in, and contribute to, strategic planning
- Work with Group People & Culture Manager and General Manager to employ and retain suitable staff and contractors
- Contribute to strengthening and growing Benmax's strategic stakeholder relationships

Position specific:

- Oversee all areas associated with Service and Maintenance
- Ensure all contracts are completed per scope, on schedule and within budget
- Ensure contracts are documented accurately and professionally to meet business objectives
- Review all contracts and provide monthly reporting to General Manager
- Sell new contracts and ensure they are realistic
- Maintain DLP conversion rate at 70% or above
- Keep General Manager informed by preparing three monthly overview, weekly progress chart and running weekly meeting
- Liaise and communicate with internal and external project team members as required
- Provide compliance reporting for QA
- Ensure direct reports act in accordance with core values

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

**Knowledge, skills and abilities**

- [Level 2 core competencies](#)

This position:

- Excellent relationship management skills
- Highly developed skills in estimating and costing
- Highly developed skills in maintenance contract management

**Qualifications**

- New Zealand qualification in Refrigeration and Air-Conditioning
- Diploma of Management or NZ equivalent (desirable)

**Industry membership/s**

- N/A

**Experience**

- Minimum ten years' experience in the construction industry or experience in a similar role