

JOB TITLE Maintenance Technician
DIVISION Service
REPORTS TO Service Manager
DATE 9/07/2021

POSITION DESCRIPTION

Position purpose The Maintenance Technician supports the Service Division to contribute to the success of the company by providing high quality maintenance service work on Heating, Ventilation and Air Conditioning systems.

Main responsibilities

Core responsibilities:

- Model Benmax values and behaviours
- Comply with relevant codes and standards including Benmax WHSEQ systems
- Participate in internal and external QA audits
- Improve efficiency and effectiveness by seeking to continually improve systems and processes in consultation with your supervisor
- In the event of accidents or incidents, assist the supervisor to quarantine unsafe work areas, materials and equipment and make the situation safe
- Participate in team meetings

Position specific:

- Perform work as per schedule of works, quality and contractual requirements and in a manner that will not endanger yourself or others
- Maintaining and repair mechanical equipment associated with commercial Heating, Ventilation & Air conditioning systems.
- Identifying maintenance risks on equipment
- Identifying mechanical faults for HVAC systems including locating and diagnosing maintenance problems on equipment
- Advise the supervisor immediately of unsafe or potentially environmentally negative impact conditions or activities in the work area
- Report accidents, incidents and near misses to the supervisor
- Assist new site/workshop employees to recognise job hazards or environmental issues and follow required procedures
- Ensure asset (equipment) inventory is accurate and complete
- Recommend repairs and prepare quotes up to \$2,000 value
- Call clients at start and on completion of service and maintenance work
- Undertake maintenance and service work that you are proud to put your name to
- Understand your customer's needs and expectations
- Deliver work in accordance with contract
- Assist with scheduling of maintenance and service work
- Create accurate purchase orders
- Be 100% productive
- Assist other technicians to help complete tasks when required
- Represent the business professionally at all times

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 \(Site\)](#)

This position:

- Competent in service and repair of HVAC systems
- Ability to work within a team environment
- Demonstrate customer service skills
- Ability to take directions and control multiple functions
- Energetic, open and flexible approach
- Demonstrate ability to work under pressure and without supervision

Qualifications

- Relevant trade certificate (essential)
- Driver Licence (essential)

Industry membership/s

Not applicable

Experience

Successful completion of relevant trade qualification