

JOB TITLE	APPRENTICE SERVICE TECHNICIAN (1ST YEAR)
DIVISION	SERVICE
REPORTS TO	GENERAL MANAGER
DATE	18/10/2019

POSITION DESCRIPTION

Position purpose The Apprentice Service Technician (first year) supports the Service Division to contribute to the success of the company by delivering high quality maintenance and service work.

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:

- Ensure asset (equipment) inventory is accurate and complete
- Call clients as directed by supervisor
- Recommend contract changes to the supervisor to meet customer needs
- 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
- Assist technicians to help complete tasks when required
- Represent the business professionally at all times
- Attend trade school as required and complete all assignments and necessary profiling on time

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

Knowledge, skills and abilities

[Level 4 core competencies \(Site\)](#)

- Self-awareness
- Professionalism
- Initiative
- Ability to work under pressure.
- Organisational and time management skills
- Excellent attention to detail
- Positive approach to change

- Customer focussed
- Open to development and receptive to feedback
- Competent in safe operation and maintenance of equipment
- Competent in mandatory industry and Benmax site skills

This position:

- Formally enrolled as an Apprentice
- Achievement of first year apprenticeship core competencies

Qualifications

- Year 12 Certificate (essential)
- Current drivers' licence (manual) (essential)

Experience

n/a