

<b>JOB TITLE</b>	<b>SERVICE TECHNICIAN</b>
<b>DIVISION</b>	<b>SERVICE</b>
<b>REPORTS TO</b>	<b>SERVICE MANAGER</b>
<b>DATE</b>	<b>15/07/2021</b>

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## POSITION DESCRIPTION

**Position purpose** Service Technicians support the Service Division to contribute to the success of the company by providing high quality maintenance service and 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:

- Inspect certain specified systems and ensure that necessary maintenance occurs
- Install HVAC system, maintain commercial buildings servicing
- 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
- Recommend contract changes to the account manager 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
- 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

**Qualifications**

- National Certificate in Heating, Ventilation and Air Conditioning (Mechanical Services) (Level 4) (essential)
- IQP Certification (desirable)
- Drivers' Licence (essential)

**Industry membership/s**

Not applicable

**Experience**

2 years' experience as a HVAC Service Technician