

POSITION DESCRIPTION**(Site Manager, Supervisor and Leading Hand)**

| | |
|-------------------|----------------------------------|
| JOB TITLE | SENIOR SERVICE TECHNICIAN |
| DIVISION | SERVICE |
| REPORTS TO | GENERAL MANAGER |
| DATE | 1/05/2019 |

POSITION DESCRIPTION

Position purpose The Senior Service Technician is responsible for providing service and maintenance expertise and sharing their technical knowledge to contribute to the success of the division and the company.

Main responsibilities Core responsibilities:

- Promote and model Benmax values and behaviours
- Supervise service technicians
- Ensure compliance with relevant codes and standards including Benmax WHSEQ systems
- Participate in internal and external QA audits
- Improve site efficiency and effectiveness by seeking to continually improve systems and process in consultation with Accounts Manager
- Work with site personnel, Project Manager and client to ensure job schedules are met, information is communicated and understood, and necessary data recorded
- Plan effectively to ensure forward work for tradespeople
- Manage labour costs against project budget

Position specific:

- Mentor and coach Service Technicians
- Ensure asset (equipment) inventory is accurate and complete
- Recommended repairs and quotes up to \$20,000 value
- Prepare quotes up to \$20,000 value
- Seek customer feedback at the start and on the completion of all service and maintenance work
- Recommended contract changes to meet customer needs
- Undertake maintenance and service work that you would be 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
- Represent the business in a professional way at all times

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

Knowledge, skills and abilities

• [Level 3 core competencies relevant to this role](#)

This position:

- Sound understanding of AMCA Fundamentals of Air and Water Balance and AMCA Fire Damper regulatory requirements
- Expertise in use of heat load software programs
- Expertise in HVAC system design and commissioning

POSITION DESCRIPTION**(Site Manager, Supervisor and Leading Hand)****Qualifications**

- Certificate III in Air-conditioning and Refrigeration (essential)
- National refrigeration licence ARTIC (essential)
- ACT Restricted electrical licence (essential)
- NSW Supervisor Certificate, Air Conditioning and Refrigeration (desirable)

The above qualifications may not be required for a Maintenance role if a relevant qualification is held.

- Drivers' Licence

Industry membership/s

Not applicable

Experience

- Minimum five years post-trade experience

Additional skills and experience required by Senior Service Technicians authorised to carry out NATA related testing activities (refer Section 9.1 of SG01)

- Minimum two years' experience with indoor air quality theory and testing, HVAC hygiene and filtration
- Sound understanding of, and previous exposure to, HEPA filter and fume cupboard testing procedures
- Basic understanding of specialised systems design and commissioning ie. pressurised rooms, HEPA filtered supply and exhaust systems, fume cupboards