

<b>JOB TITLE</b>	<b>APPRENTICE SERVICE TECHNICIAN (1ST YEAR)</b>
<b>DIVISION</b>	<b>SERVICE</b>
<b>REPORTS TO</b>	<b>SERVICE MANAGER</b>
<b>DATE</b>	<b>19/09/2022</b>

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## 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)

**Industry membership/s**

- Not applicable

**Experience**

- n/a