

Position Description



Position Title:	Trainee Installation Technician
Reporting to:	Service Supervisor
Staff responsibility:	None
Group:	Metalbilt
Team:	Service
Location:	Auckland
Date:	April 2010

At Norfolk Holdings our vision is to create the future. This will be achieved through providing products and service that exceed industry best practice, ensuring sustained growth and profitability. Norfolk Holdings are a team of professional people where there is a real commitment to live the values of the organisation to achieve our vision.

Customer commitment	Delivering quality products and services to grow successful business partnerships
Our people	Providing leadership and communication through strong teams
Success	Creating a winning outcome for our people and our customers
Managing excellence	Achieve best practice through all we do
Integrity	Commitment to supporting an environment that fosters honest and ethical behaviour
Communication	Foster and grow an organisation which supports open, honest and effective personal two-way communication.

Position purpose

The responsibility of the Junior Trainee Installation Technician is to be trained in all aspect of Aluminium, Steel roller Shutter Doors and other systems as may be required, the servicing and maintenance of these products in a professional manner that maintains and enhances customer relationships.

This is hands on role which includes day-to-day field work, training will be completed by other Trained Installers and Management; ensuring high standards of workmanship and customer service levels are met.

Key outcomes

The Trainee Installation Technician will:

1. Promote an environment where the safety and health of all staff members, contractors and customers is paramount to our success as a business.
2. Trained in Door installation to customers by:
 - Established door installation Technicians and managers
 - Ensuring all work complies with New Zealand standards
 - Adhering to Metalbilt training systems and procedures through timely and accurate recording of reports, time, job logging, check sheets and service report procedures.

- Utilising the established procedures for communicating information about status of jobs.
 - Ensure standards of quality assurance are adhered to.
 - Managing the condition and care of tools, equipment, vehicles and other company property.
3. Maintain customer relationships through professional service delivery of installations and liaise with the customer on completion of the job that meets requirements.
 4. Foster and maintain a team spirit among other staff members to ensure we all work together toward common goals of safety, quality, service and profitability.

Dimensions

Staff reports	<ul style="list-style-type: none"> • None
Financial & project dimensions	<ul style="list-style-type: none"> •
Delegations & decisions	<ul style="list-style-type: none"> • Technical decisions on the job are expected and communicated to Assigned Installation Technician • Make on site decisions as challenges arise, deferring to assigned installation technician when changes are outside the general scope of works.
Challenges & problem solving	<ul style="list-style-type: none"> • Work will be supervised by allocated Installation Technician • Ensure that all work is completed to Installation Technician instructions • Ensure that all work is effective and working
Other indicators	<ul style="list-style-type: none"> •

Working Relationships

Frequent People Contact	Nature of contact
Installation Technician	Instruction in work, technical advice, mentoring
Installation Supervisor	Delegation of jobs, technical advice
Service Administrator	Administration, customer services
Service Manager	Customer service
Customers	Site dependant.

Person specification

1. Qualifications required for the position

<ul style="list-style-type: none"> • Good standards of workmanship.
<ul style="list-style-type: none"> • School leavers Technical certificates or Trade Experience (preferred but not essential)
<ul style="list-style-type: none"> • Ability to learn
<ul style="list-style-type: none"> • Technical motivation and ability

2. Skills, knowledge and experience

• Drivers Licence.
• Good standards of workmanship.
• Ability to work safely at heights.
• Experience with working with Powered Hand Tools
• Presentable appearance

3. Competencies/Personal attributes

• Time Management	• Customer Service
• Team orientated	• Good personal presentation
• Applied learning	• Communication
• Ability to work under pressure	• Flexibility
• Problem solving	• High level of health