



Position Description

1. ROLE IDENTIFICATION

Title	Workshop Technician
Primary Location	City Gates
Reports to	Workshop Manager
Employment Status	Fulltime

2. ROLE OBJECTIVE

- Provide technical support for the repair, modification and construction of new and existing equipment
- Ensure high levels of customer satisfaction through identifying customer needs and excellent sales service
- Meet all agreed sales targets and other KPIs
- Support other departments and personnel in achievement of overall company goals
- Uphold and promote the company values and corporate profile

3. COMPETENCIES REQUIRED

The following competencies are required for this position:

Communication	<ul style="list-style-type: none"> • Formal written with external stakeholders • Verbal and written with internal colleagues
Team work	<ul style="list-style-type: none"> • Regular liaison with inter and intra-department colleagues • Impart knowledge to train and mentor junior personnel • Special projects as arising from time-to-time
Problem solving	<ul style="list-style-type: none"> • Draw upon past experience • Seek input from internal and external experts • Think outside the box
Self Management	<ul style="list-style-type: none"> • Working autonomously in adherence with defined deadlines and deliverables
Planning and organising	<ul style="list-style-type: none"> • Provide input with setting short-term objectives • Execution of plans and progress review/feedback • Process driven
Technology	<ul style="list-style-type: none"> • Fully utilise all relevant capabilities of business ERP system and other planning/processing tools
Learning	<ul style="list-style-type: none"> • Manage own learning • Structured external course work where agreed
Initiative and enterprise	<ul style="list-style-type: none"> • Identify areas for improvement and make recommendations to grow business market share and value

4. KEY PERFORMANCE OBJECTIVES	
Outputs	Key Performance Indicator
Individual performance	As per Incentive Scheme Invitation
Overall department / team performance	As per Incentive Scheme Invitation
Growth	As per Incentive Scheme Invitation
Quality and compliance	As per Incentive Scheme Invitation
Customer satisfaction	As per Incentive Scheme Invitation

5. PERSON SPECIFICATION QUALIFICATIONS/KNOWLEDGE/EXPERIENCE
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Qualifications (Desirable): Certificate or Diploma in Business / Sales / Trade or other relevant discipline

Knowledge, Skills & Experience (Essential): Proven track record of achievement in a similar role

Knowledge, Skills & Experience (Desirable): Pumping and irrigation industry background

6. ORGANISATIONAL RELATIONSHIPS/AUTHORITY

ORGANISATIONAL RELATIONSHIPS

Reports to:	Workshop Manager
Mentors:	Junior and other workshop/sales staff
Internal Contacts:	Other workshop/sales and support personnel
External Contacts:	Customers, suppliers

ORGANISATIONAL AUTHORITY

Decisions made in the position:	Weekly call plan and reporting as required Quoting (within policy limits)
Decisions referred:	All matters outside of above scope

7. OCCUPATIONAL HEALTH AND SAFETY

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
- Correct utilization of appropriate personal protective equipment

8. GENERAL RESPONSIBILITIES (but not limited to)

- Plans, carries out and evaluates preventative maintenance schedules for all designated mechanical equipment, either personally or through outside vendors
- Inspect, diagnose and perform major and minor repair work on motors, pumps, hydraulic equipment, compressors, controls, valves and related equipment
- Perform routine and preventative maintenance
- Operate a variety of diagnostic instruments and a variety of hand, electric and air driven tools
- Tests, troubleshoots, services and repairs mechanical equipment
- Fabricate and modify parts and equipment as necessary
- Evaluates status of mechanical equipment, and performs or schedules needed repairs
- Conduct various analysis and inspections of mechanical systems to determine the most cost-effective means of maintenance, repair or replacement
- Provide emergency field assistance to disabled equipment as needed and appropriate
- Maintains records, prepares other specialized maintenance records of equipment
- Training and mentoring other staff as may be required.
- Ensure all documents and company information is properly filed or otherwise secured
- Follow all company policies and procedures
- Use of own vehicle may be required from time to time and under such arrangement, we will supply all fuel used.
- Attend mine sites to perform required work.
- May be required to cover weekend shifts, sick or annual leave of other staff on a as required basis
- Fulfill any reasonable request by management covered by your experience and qualifications



ACKNOWLEDGEMENT

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee:

Direct Supervisor:

Signature:

Signature:

Prepared by:

Date Issued: