



Electrical Service Supervisor

Aotea Electric Queenstown is currently looking for an Electrical Service Supervisor to join our servicing division to work alongside our management team and electricians that provide electrical services to our many and varied customers.

The Aotea Electric Group of Companies is a highly successful, well established electrical services group that offers a great future.

The position will involve assisting and overseeing the day to day operation of the servicing division, allocate workload to the servicing staff, pricing/estimating, on the tools to assist staff, on call roster and liaise closely with our clients.

The successful applicant will offer:

- NZ Registration and Current Practicing License
- Understanding of Microsoft Outlook, Excel and Word (training provided)
- Customer focused with the ability to maintain and develop strong client relationships
- Strong communication skills with a good understanding of the Electrical Industry
- Team Player
- Ability to self-manage, self-motivate and be self-sufficient

What we offer our committed employees:

- The opportunity to work with our respected and reliable team
- Competitive remuneration package, including phone and company vehicle
- A robust health and safety system
- Growth and development opportunities for any successful applicant that wishes to apply themselves

If you are a hardworking, conscientious electrician, with experience and are looking for the next step in your career or are already a supervisor and would like to join a progressive and friendly team that can offer job security with a varied and interesting role then we want to hear from you.

- NZ residency or a valid NZ work visa

APPLY NOW with your CV and cover letter to: debra.loewe@aoteaelectric.co.nz



Job Description

Position:	Servicing Supervisor
Responsible to:	Servicing Manager, Area Manager and Company Directors
Functional Relationship:	Servicing Manager, Area Manager, Financial Controller, Servicing Coordinator, administration staff that are tasked with supporting the servicing division, all divisional personnel, clients, consultants, sub-contractors and suppliers.

Overview:

To provide professional and efficient electrical services to our clients.

The primary focus of the Servicing Supervisor is to provide professional supervision and operational direction in the Servicing Department and perform a range of required electrical duties as outlined below.

To work as part of the team to ensure 'Best Practices' principles are being used to achieve operational excellence and planned targets are achieved.

To deliver a professional standard of customer service and maintain a positive and cooperative attitude towards the clients, sub-contractors, suppliers, and management and team members.

Job Role:

- Supervise servicing staff and allocate the day to day workload for retail service work, electrical service work, workshop work, electrical test tagging and small install work. Liaise with staff during job and resolve any problems or issues that they or the client may have.
- Follow up and ensure job completion on all job cards. Particular attention must be paid to any outstanding cards or recurring problems.
- Deal with all complaints or invoice queries from clients in a timely manner. A summary of all complaints and outcomes must be discussed with the Servicing Manager.
- Police the quality of job cards checking the client details, description, labour, check materials list, check H&S list completed and that materials are consistent with disruption, pricing any stock items.
- Planning forward workload and organising gear to ensure that jobs are completed efficiently and on time.
- Check emails and respond in a timely manner.

- Liaising with clients regarding when jobs can be attended and ensuring servicemen are on time to jobs.
- Ensure all retail service work is completed on time and paperwork is being returned correct and on time.
- Keep all records up to date on client files in office. Update staff with changing requirements/procedures for our clients.
- All time sheets must be checked daily and handed to Servicing Coordinator for input by 8.00 am daily.
- Attend Health and Safety and Labour meetings at 7.15 am on Friday to communicate labour requirements for the next week and to get an overview of current workload of the company.
- Complete the on-Call roster. Ensure a good system of on call is in place and operates smoothly. Keep the roster a month in advance so staff know when they are due on call.
- In conjunction with the Servicing Manager coordinate the Health and Safety needs for the servicing department under the guidance of the area H & S Coordinator.
- Sign off invoices checking for correct discounts from suppliers and that materials invoiced are what was ordered.
- Promote Aotea Electric and seek out new opportunities and clients, advice and quote work as needed.
- Meet with existing and prospective clients to provide advice regarding routine maintenance. Assist the Servicing Manager to setup maintenance programs/contracts.
- Assist the Servicing Manager with financial success of the Servicing Department. Review monthly financial records with the Servicing Manager. Review the wins and losses and action as necessary.
- Work to achieve the best outcome for the company and the clients.
- Ensure all client complaints are resolved to ensure client satisfaction.
- In addition to these tasks the employee shall undertake any other work required by the employer, where such work is determined to be part of the employer's business and provided that the employer assessed the employee as having the skills required to undertake such work.
- On call duty.

Health & Safety

- Use and maintain the company Health and Safety policies of Aotea Electric Queenstown.
- Take responsibility for personal health and safety and the health and safety of other staff and visitors.
- Obey all client health and safety inductions and policies.
- Complete and update client Health and Safety forms as requested.
- Maintain the work environment to an acceptably clean, tidy and safe standard.
- Company vehicles are to be kept clean, tidy and in a safe condition.

Personal Specifications

- Strong and clear Communication.
- Attention to detail and high level of accuracy.
- Current NZ drivers' licence.
- Current NZ Electrical Registration.
- Current NZ Practicing License.
- Firm with a fair approach with staff under your supervision.
- Good organisational skills with the ability to plan workloads and work under own initiative.
- A tidy and professional appearance.
- Disciplined and self-motivated with a positive approach to work.
- Customer focused and committed to providing a high quality of service.
- Effective interpersonal skills and be able to work as part of a team.
- Be willing to see others point of view.
- Be accountable for the success of the jobs under your control.
- Participate in the company's annual performance development process with a view to developing your own knowledge.
- Participate in staff training and education programmes to enhance personal development.

To ensure the details outlined in the position description are consistent with the services provided the content of this position description may be subject from time to time and may therefore be revised in consultation with the employee.

Signed by Employee: _____

Name: _____

Date: _____



EMPLOYMENT APPLICATION

Why are we Asking?

We are collecting personal information about you to assess your suitability for the job you are applying for. The duties for the job and key skills, knowledge and experience are set out in the Job Description. Please refer to this when you answer our questions because we only want information relevant to your ability to do the job.

Legal Bits

We are asking you questions that comply with our obligations under relevant legislation including the Privacy Act 1993, Human Rights Act 1993, Criminal Records (Clean Slate) Act 2004 and Vulnerable Childrens Act 2014.

You can access any personal information we have by contacting the Manager dealing with your application. You can ask to check its accuracy and request a correction if it is wrong.

The people handling and discussing your application are the only ones who should see it. If your application is unsuccessful then we will destroy it unless you have requested we keep it for future vacancies.

If you fail to answer our questions, leave out important stuff, and/or tell us something dishonest or misleading, then we may decline to consider your application, withdraw an offer of employment made or take disciplinary action against you if you have already become an employee.

POSITION

Position applied for:	
How did you learn of this position?	
Have you read and understood the Job Description for the position?	Yes <input type="checkbox"/> No <input type="checkbox"/>

PERSONAL DETAILS

Surname:		First Names:	
Preferred contact telephone number:		Email Address:	
Postal Address:			

LEGAL STATUS TO WORK

Do you have a legal entitlement to work in New Zealand?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you a New Zealand citizen, permanent resident or someone with a work visa?	New Zealand Citizen / Permanent Resident / Work Visa <i>(delete two)</i>
If you have a work visa, do you consent to us accessing <i>VisaView</i> ? See https://www.immigration.govt.nz/about-us/our-online-systems/visaview	Yes <input type="checkbox"/> No <input type="checkbox"/>

CRIMINAL MATTERS

Consider whether any conviction(s) is concealed by the Criminal Records (Clean Slate) Act 2004. If you are unsure, seek independent advice or refer to www.justice.govt.nz for further guidance.

Do you have any criminal convictions?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you under investigation for any criminal matter?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please provide full details	Details:
Some roles require completion of a Criminal History, Police Vetting and/or a Credit Check due to responsibilities associated with the role. A separate form will need to be completed in such an instance. If required, do you agree to these checks?	Yes <input type="checkbox"/> No <input type="checkbox"/>

EDUCATION, QUALIFICATIONS AND EXPERIENCE

Please provide details of any education, qualifications and experience relevant to the position for which you are applying

Name of Organisation where education, qualification or experience acquired	Dated Obtained	Details of relevant education, qualification or education

RELEVANT EMPLOYMENT

List your current or most recent employer first and provide details of employment where indicated

Job Title	Employer	Type of Business	Dates of Employment	Reason for Leaving (if applicable)

REFEREES

We require you to provide at least three referees, preferably from your most recent employer. If you have not been in previous employment, character referees are sufficient. Please note that we may request confidential references.

Name of Person to Contact	Relationship to You	Contact Telephone Number

HEALTH AND SAFETY

Declaring a medical or other physical condition does not necessarily exclude employment opportunities. The following questions are to ensure you can safely carry out the duties of the position.

Do you have any medical or physical conditions and/or disabilities that might prevent you from carrying out the duties of the job safely and/or to a reasonable standard?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please provide details:	Details:
If you have indicated that there might be something that could affect your ability to carry out the duties of the position, please indicate whether you would be prepared to undergo a medical examination by a doctor nominated by us (at our expense) to determine your ability to perform the job safely?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are there any special services or facilities which we could provide to you to enable you to carry out the duties of the position safely where you have indicated	Yes <input type="checkbox"/> No <input type="checkbox"/>

that there is something that could prevent you from undertaking your duties safely?	
If yes, please provide details:	Details:
If you are shortlisted, we may require you to complete a drug or alcohol test. Are you prepared to undergo testing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

OTHER

If this position requires driving, do you hold a current, full New Zealand Drivers Licence?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please provide details of the number, class, expiry date and an indication if there has been any matter which could affect the status of your driver licence now or in the future, including any demerit points:	Details:
If this position requires overtime, flexible hours and/or travelling as part of the job, are you prepared to do this as required?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If your application is unsuccessful, would you like us to keep your details on file for a period of 12 months to be considered for other vacancies that may arise?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If your application is successful, when could you start work?	Date:
Do you have a spouse, partner or relative currently working for us or in the same industry? If you do, could you please identify the person and nature of your relationship?	Yes <input type="checkbox"/> No <input type="checkbox"/> Details:

DECLARATION

I,	(full name)
<ol style="list-style-type: none"> Confirm that the information given in this form and in the process of my application is to the best of my knowledge true and correct. I understand that any false or misleading statement or omission may be used to withdraw any offer that is made and/or result in disciplinary action up to and including termination of my employment. Consent to verbal or written information being provided by the Referee(s) identified above to assess my suitability for the job I am applying for. I understand that the information received is supplied in confidence as evaluative information and as such will not be disclosed to me because it is an exception under the Privacy Act 1993. Consent to all checking appropriate to the role being undertaken. I understand and accept that the results of these checks may be used to assess my suitability for the job and could result in no offer being made, any other being withdrawn and/or my employment being terminated. 	

4. Acknowledge that any offer of employment will be accompanied by a written employment agreement, no offer is made until that agreement has been provided and I cannot accept the offer until I have signed it.
5. Understand I may seek independent advice before providing this information and signing below.

Signature:

Date:

OTHER INFORMATION

To enable us to fully consider your application, we may also ask you to submit the following documents. Please tick the box if you have enclosed a completed copy of these documents:

- Curriculum Vitae
- Covering letter in support of Application
- Completed Criminal Conviction Check form
- Completed Police Vetting Check form
- Completed Credit Check form
- Verified Copy of Work Visa or other legal entitlement to work in New Zealand (if applicable) or consent for us to access details on *VisaView*
- Copy of Drivers Licence
- Completed Drug or Alcohol Testing form