

AWT Aqua Wash Technologies
Position Description

Service Technician

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Title of this position: Service Technician \ Detergent Dispenser Installer.

The aim of the position:

The aim of this role is help grow the AWT Company through provision of:

- Quality technical repairs and service of commercial dishwashers and glass washers.
- Quality installations of automatic detergent dispensing to commercial dishwashers.

Accountability:

This position is accountable to Craig Yeoman, the owner of the business.

Individual/Team role:

Primarily, the service technician works on his/her own directly with clients. However, the atmosphere in the company is one of camaraderie and support. To ensure happy working conditions for all staff, the incumbent in this role will need to think of him/her self as part of a team.

Responsibilities of this position:

A service technician is responsible for:

- Attending to repairs and service requirements of a range of clients as outlined on a daily job sheet received at the start of each day or when on-call as directed by the after hours receptionist.
- Maintaining his/her van in a professional manner fully stocked, clean and well presented at all times.
- Ensuring that each client receives a quality service where they feel that they have dealt with a technician and a service company that are highly knowledgeable and whose aim is to solve the client's problem.
- Ensuring that every automatic detergent dispenser installation is of the highest standard, and to the client's (chemical company) and the end user's (venue operator) standards.
- Assessing what hazards your service and repair will create for others under the Occupational Health & Safety Act 2004.

Management Style:

The management style within the company is consultative and professional. All attempts are made to ensure all staff can operate at their best. The management style can best be described as nurturing, supportive, fair, and team oriented. The owner of the business works in the business and manages from a position of knowledge and fairness.

On occasions however, due to the nature of the work, service technicians may experience a degree of stress and pressure.

An example of the management approach and style can be illustrated in the way the rostering process is conducted.

Administration staff compose the rosters on a daily and weekly basis. The rosters are produced to maximise the effectiveness of each employee by endeavouring to group work assignments to the same geographical area. Further, if management is informed in advance that a service technician has an engagement they need to attend after work, all attempts will be made not to schedule over time on that day.

Main Duties of this position:

- Attending in a timely manner client sites as required by the daily job sheet
- Liaison with each client to establish rapport and to ascertain the possible fault on the equipment concerned
- Inspection of the faulty machinery
- Diagnosis of the fault/requirement for service
- Carrying out preventative maintenance schedules as required
- Providing an appropriate explanation and recommendation of repair options and gaining client's agreement
- Carrying out repairs/service to rectify the problem to and beyond the satisfaction of the client
- Recommendation of various maintenance options
- Preparation of service reports in a professional manner to enable the client to understand what was done and why it was necessary
- Preparation of invoices
- Preparation of certificates of electrical safety
- Ensuring the client's accessories and detergent requirements are met
- Preparation of documentation relating to future service, repairs and components required – (if applicable)
- Ensuring such documentation is lodged with administration
- Preparation of any client (in-house) documentation that is required
- Deliver any promotional, customer feedback, survey or complimentary material
- Provide options on new or replacement machines if requested
- Leaving the site \ machine in a clean and tidy manner
- Detergent dispenser installations are carried out with the requesting chemical company's installation and calibration protocols.
- If the venue having the dispenser installed is not an AWT service client, that they are introduced by the Technician to all our available sales, service and preventive maintenance packages.

Most common tasks involved in this role are:

- Electrical fault finding on control and power circuits
- Testing, removal and replacement of electrical components such as fuses, switches, push buttons, micro switches, elements, thermostats, motor controls, relays, contractors, solenoids, mechanical timers, electronic timers, printed circuit boards, level switches and others
- Carrying out general service and preventative maintenance schedules
- Repairs to wiring looms and connections
- Testing of pump motors and removal if required
- Servicing ball valves in tanks
- Hose replacement
- Servicing solenoid valves with repair kits
- Repairing leaks on machine bodies
- Dismantling and rebuilding of water pumps and electric motors to change shaft seals, impellers, gaskets, motor bearings etc.
- Cleaning and repairs to wash and rinse arms, assemblies and components
- General repairs to machine cabinets and bodies
- Locating and rectifying problems relating to under performing machines
- Monitoring of water temperatures, pump motor current, detergent delivery rates, cycle operations and general machine operations and settings as per the manufacturer's specifications
- Locating and repairing of water leaks
- Installation, maintenance and calibration of automatic detergent and rinse aid dispensing units.
- Cleaning of internal and external stainless surfaces prior to departure.
- Testing and tagging of all 240 Vac "plug in" glass washers and dishwashers in accordance with AS/NZ 3760:2003 & AS/NZS 5762:2005.

Brands of machines that would be encountered: - Washtech, Eswood, Norris, Hobart, Aquamatic, Comenda, Fagor, Sharpline, Palux, Winterhalter, Electrolux, Zanussi, Rhima, Jemi and Lamber.

Measurable outcomes:

Refer to company goals and individual KPIs for this role.

Mandatory Qualifications

- A service technician must as a minimum requirement, possess an "E" grade electrical mechanic's qualification.
- Current Victorian driver's licence
- Good driving record

Preferred qualifications

- Engineering back ground
- Testing and tagging certification \ knowledge

Mandatory Experience/abilities

- An ability to read a Melways map
- Very good written and spoken English
- Computer literate
- Previous experience working in a service capacity with clients/ service industry
- Substantial previous work history giving this person maturity and ability to deal with a variety of clients
- A technical aptitude demonstrated through previous work experience or through a life long hobby
- Working knowledge of pumps
- Previous experience in mechanical fault finding demonstrated through previous work experience or through a life long hobby
- Working knowledge of basic operations of electromechanical components and machinery
- Someone who likes to take mechanical things apart and put them back together again

Preferred Experience:

- Previous experience working in a field service area
- Previous experience working with commercial dishwashing and glass washing machines

Mandatory Characteristics and competencies

- Common sense approach to problem/conflict resolution
- Self-reliant and learns from previous experience
- Can do attitude/ likes to own his/her job
- Knows when to ask for help
- Good time manager
- Friendly disposition
- Helpful and team oriented when required
- Good at dealing with stress/calm under pressure
- Know how to manage customers in a professional manner
- Knows how to set and manage client expectations
- Open communication style
- Professional presentation
- Thirsty for knowledge and likes to continually improve self- knowledge

Opportunities for growth

It is envisaged that in a few years, if the incumbent shows potential and inclination, the person in this role could be looking towards becoming a service manager or a team leader/leading hand. This will be dependent on the growth of the company over the next few years.

It is planned that within a few months new technology which will allow remote data transfer from van to base will be acquired by the company. This will make stock control, invoicing, task monitoring and general communication a whole lot easier.

Training

Currently training is offered to each new service technician. Provided a person has technical aptitude the training will enable them to do this job even if that person has not repaired dish and glass washers before.

Training for the installation, repair and calibration of the detergent dispensers is also provided.

From time to time, when new technologies or new technical releases are put out by the relevant manufacturers, relevant training is provided to all technicians.

All technicians are encouraged to read widely and keep their knowledge about relevant technologies up to date. If an interesting technical development arises, each technical staff member is encouraged to share that knowledge both in a formal training session and in an informal format.

The Company

AWT is primarily a service company providing technical repairs and servicing of commercial dishwashing and glass washing machines, on site, in public and large private eating and drinking venues. We also sell replacement parts to other service companies locally and interstate as well as providing preventative and scheduled service programs. We offer new dishwashing and glass washing machines from the market leading manufacturers in the ware-washing field. Our client list includes hotels, motels, major fast food outlets, nightclubs, restaurants, government and military institutions, corporate offices, sporting complexes, food processing plants and many others.

AWT is an Australian owned family business, which has been trading for the past twelve years. AWT currently employs five full time staff, including two staff working in administration and remainder working in the field, servicing clients.

Due to provision of high quality service and the ability to stay abreast of latest technical knowledge AWT has been gaining market share in its industry. This has resulted in generous growth of between 20% and 30% each year. This expansion has enabled the company to move to new premises and created a requirement to employ additional staff.

AWT is a company that has experienced success and has plans in place to continue its growth into the near future.

Work Environment

Vast majority of the time our Service Technicians work at client sites. Our clientele are primarily located in the Metropolitan area and Central Business District of Melbourne. However, we also service some clients located in the old "059" area and some in Mornington Peninsula and places like Seymour, Lara, Geelong and Queenscliff.

We provide our service technicians with a fully maintained vehicle in very good condition. Our fleet of vans is young and we pride ourselves on ensuring our vans are always fully stocked, clean and in impeccable working order. The condition of our vehicles reflects on us as a quality company. We

expect all our technicians to ensure their van is always clean, inside and out, fully stocked, neat and well presented.

Physical environment

Located in New Street Ringwood, our facilities are brand new and especially designed to our specifications. They include:

- A new showroom featuring a variety of new machines for our clients to see and purchase.
- Training areas to train our employees.
- Ample storage space to store adequate amounts of parts and equipment neatly, ensuring easy access when required.
- Workshop facilities to enable us to carry out a range of repairs many of our competitors can't offer such as machining, welding and fabricating. We want our people to know that they work for a quality company. Our physical environment reflects this aim.

Hours of work

This is a full time role with the ordinary hours of work for day workers to be 38 hours per week and not exceeding 152 hours in 28 days, to be worked within 6.00am and 6.00pm Monday to Friday. Ordinary hours of work may include Saturday and Sunday if an agreement is reached AWT and the employee.

Standard working hours are:

Shift A: 8.00am to 4.30pm Monday to Friday.

Shift B: 8.30am to 5.00pm Monday to Friday.

Shift C: 9.00am to 5.30pm Monday to Friday.

Shift D: 9.30am to 6.00pm Monday to Friday.

Each shift includes half an hour meal break. Realistically, Service Technicians may work longer hours. This will depend on the overall work load, the personal time commitments of each Service Technician and the requirements of the individual or group clients. On average, each Technician may gain up to ten hours a week in overtime.

Overtime is paid for work done outside the ordinary hours of work (in excess of 38 per week and \or outside the hours of 6.00 am to 6.00pm). Overtime is paid at time and a half for the first three hours and double time thereafter.

In addition, each Service Technician is expected to be available for an on-call emergency after hours service roster. This process involves being available for emergency service calls on Saturdays and Sundays when required. Currently this roster is operating on a four week cycle, with the weekend "on - call" beginning at the end of Shift D. This attracts additional remuneration. When a Technician is rostered on for the "on – call" shift, they will be paid an additional \$80 standby allowance. If the Technician is called out whilst on this weekend shift the rates of pay per call are as follows:

- Saturday – minimum 3 hours at double time.
- Sunday – minimum 4 hours at double time.

Remuneration

The salary for a Service Technician is currently set at a base as agreed with the employee. In addition, each employee receives a 9% statutory employer superannuation contribution. We also pay leave loading on holiday entitlements. Further, you will be paid over time payments in accordance with over time worked. As part of your working conditions you receive a fully maintained van, which you are entitled to use for limited personal driving outside working times. The van is given to each employee in good faith and it is expected that private driving is limited to the metropolitan area and private kilometres do not exceed 500 kilometres per month. Company uniforms are issued to each employee free of charge. However, it is the employee's responsibility to launder and keep the uniform in a professional manner.

Bonuses

From time to time the company will pay a bonus to an employee in accordance with the bonus policy of the company. The bonus is payable at management's discretion and taking into account overall performance of each employee and overall company performance and profitability. Further, a bonus pool is made available to encourage responsible vehicle care and a good driving record. If a van allocated to an employee remains dent free and accident free for a period of twelve months, that employee will be entitled to receive a bonus of up to \$400 for that twelve months period. Any parking and traffic infringements will be taken into consideration.

Leave entitlements

Each employee is entitled to the normal annual holiday leave of four weeks each year in addition to five days paid sick leave in the first year of work and eight days per year thereafter. Annual leave applications are lodged in writing 4 weeks prior to any requested day of leave. Leave is granted at the management's discretion and dependent on available staff, workload requirements and peak periods.

Statutory public holidays form part of the normal leave entitlements.

From time to time in exceptional circumstances and due to exceptional life events, additional paid and /or unpaid leave may be granted. Exceptional leave will be granted at the discretion of the owners of the business.