

POSITION DESCRIPTION

Position Title:	Senior HVAC Technician		
Reporting to:	HVAC Manager		
Direct reports:	0	Location:	Ōtautahi (Christchurch)
Indirect reports:	0		
Date created:	14 July 2025	Date last updated:	14 July 2025

About Us | Mō Mātou

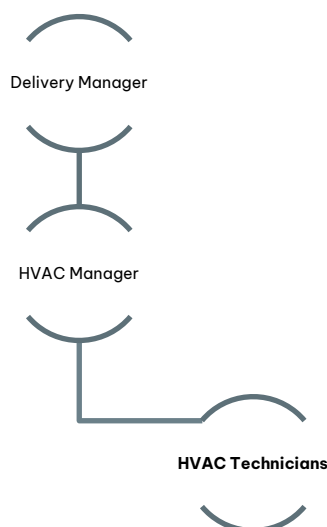
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). Of these kaimahi, 700 are employed within Citycare Property, with 200 employed within our subsidiary, Spencer Henshaw.

Towards 2030 is Citycare Property's strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the "**High5**". These five priorities provide clear direction on what will matter most in our business through to 2030. They enable Citycare Property to focus investment (time, money and resources), decision making, and action on a clearly defined strategy that is all-encompassing and interlinked in creating value for our shareholder, customers, employees and the wider community.

Primary Focus | Te Arotahi Matua

Carry out all work in a senior tradesperson like manner needed to complete projects, SMP and Reactive works that are of high quality and have met Company and contract requirements throughout the job.

Note: Senior HVAC Technicians are required to work across all activities as coordinated by the Supervisors, Project Manager and/or HVAC Manager.



Key Accountabilities | Ngā Kawenga Takohanga

Contributing to the “Toward 2030” Strategy through the “High5” priorities	<ul style="list-style-type: none"> Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities: <ol style="list-style-type: none"> We are for Social Infrastructure We are a Good Kiwi Company People and Their Safety are at the Heart of Everything We Do We deliver a World-Class Service We Build, Operate, Maintain, and Renew.
Key Duties	<ul style="list-style-type: none"> Coordinates with assigned supervisor and/or other trades for the purpose of completing projects and work orders efficiently. Diagnoses cause of problems and/or failures in heating/air conditioning systems for the purpose of identifying equipment and/or systems repair and/or replacement needs. This may require the employee to perform some amount of lifting of equipment. Order parts and materials from suppliers as per job requirements Fabricates equipment parts for the purpose of meeting specialty needs and/or replacing unavailable parts. Informs personnel regarding procedures and/or status of work orders for the purpose of providing information for making decisions, taking appropriate action and/or complying with building and safety regulations. Inspects HVAC systems and their components (e.g. heating units, exhaust fans, ventilation units, UFM, pumps etc.) for the purpose of evaluating condition, identifying necessary repairs and recommending proactive maintenance. Installs heating and air conditioning equipment and systems for project works and for the purpose of providing enhanced and/or upgraded capabilities. The installation and maintenance process will require employees to lift various pieces of equipment. Read and interpret plans and carry out HVAC installations as required including ductwork.

	<ul style="list-style-type: none"> • Provide markup for As-Built drawings. • Maintains vehicle, tools and equipment for the purpose of ensuring availability in safe operating condition. • Participates in meetings, workshops, training, and seminars, as assigned for the purpose of conveying and/or gathering information required to perform job functions. • Performs routine and preventive maintenance as needed for the purpose of ensuring the ongoing functioning of HVAC systems. • Attend callouts as required and perform all required work afterhours as required. Should be able to be on standby once every four weeks. • Prepares written materials (e.g. repair status, activity logs, etc.) for the purpose of documenting activities and/or conveying information. • Repairs heating and air conditioning systems and/or components (e.g. pumps, motors, air handlers, fan coils, piping, etc.) for the purpose of ensuring a comfortable work environment. The lifting of equipment for various scopes of repairs will be required. • Requests equipment and supplies for the purpose of maintaining inventory and ensuring availability of items required to complete the necessary installation and/or repair. • Responds to emergency situations during or after hours for the purpose of resolving immediate safety concerns. • Carry out servicing and maintenance which are programmed to be completed afterhours. • Transports a variety of tools, equipment and supplies for the purpose of ensuring the availability of materials required at job site. The lifting and transportation of equipment will be required during this process. • Log into BMS and identify issues with mechanical system by testing various parameters and rectifying the issue • Diagnose all problems and solve autonomously • Performs other related duties as assigned by the supervisors, project engineers or HVAC manager for the purpose of ensuring the efficient and effective functioning of the business unit.
Relationships	<ul style="list-style-type: none"> • Quickly establishes credibility and respect and build strong working relationships with client, team and managers. • Solves both operational and strategic issues through a pragmatic and commercially sound approach. • Develops and support team members, be quick to identify and problem solve any issues. • Inspires confidence of senior Managers through timely delivery of information. Works independently but consults where appropriate. • Demonstrates ability to develop and maintain effective networks and key relationships. • Contributes to innovation that adds value to our customer and Business goals.
Winning Work	<ul style="list-style-type: none"> • Always act with the customer in mind • Positively promote City Care • While working on site, identify any proactive job and discuss with client and supervisors for improvement.

Excellence on contract work	<ul style="list-style-type: none"> • Use excellent quality workmanship at all times • Follow out instructions, and assist other City Care workers as requested • Ask questions when unsure of what is expected or what to do • Comply with contract and Company Health & Safety, Quality, and environmental systems at all times • Client satisfaction as demonstrated through repeat work, work extensions and/or customer feedback • Compliance with contract and Company processes and programmes as demonstrated by Lost Time Incident Frequency (LTIF), internal and external audit results
Driving Staff Performance, productivity and Innovation	<ul style="list-style-type: none"> • Share ideas with the Managers and others with regards to better ways to complete the job • Assist City Care staff when required with technical or practical advice in areas of expertise that the job holder has
Building Attributes	<ul style="list-style-type: none"> • Continually identify and advise of improvements to HSE, Quality, and environmental standards • Continually improve service, productivity and efficiency • LTIF, internal and external audit results • Senior management feedback
Client Relationship Management	<ul style="list-style-type: none"> • Maintain excellent relationships with clients in order to improve current contract performance and maximise the possibility of securing future profitable work • Client satisfaction as demonstrated through repeat work, work extensions and/or customer complaints
Streamlining the Payment Collection Process	<ul style="list-style-type: none"> • Deliver services to specification and on time to achieve high levels of satisfaction
General Duties	<ul style="list-style-type: none"> • Ensures compliance with approved Citycare Property's policies, plans and programmes. • Undertakes all personal development and competency training to stay current and able to deliver the changing requirements of the role. • Undertakes all other duties as reasonable required from time to time.
Organisational Citizenship	<ul style="list-style-type: none"> • Upholds and exemplifies Citycare Property's Values every day. • Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities. • Undertakes all requirements for training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to business expectations. • Participates in the implementation of sustainability and environment initiatives within the business. • Upholds and complies with approved Citycare Property's policies, plans, and programmes. • Undertakes all personal development and competency training to stay current and able to deliver changing requirements of the role. • Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience. • Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely. and supports the best interests of the business.

	<ul style="list-style-type: none"> Establishes and maintains credibility and respect by building strong working relationships across the business. Develops and supports colleagues, being quick to identify and problem solve any issues.
Additional Duties	<ul style="list-style-type: none"> Any other duties of a similar type, as required by the Employer. From time to time, it may be necessary to consider changes to the key accountabilities of this position so that we are able to adapt to changes in our business environment.

Health, Safety and Wellbeing | Te Whare Tapa Whā

All kaimahi are responsible for and required to:	<ul style="list-style-type: none"> Be personally responsible for your own and others' Health, Safety and Wellbeing at work. Promote and participate in Health, Safety and Wellbeing, maintain a safe workplace, and ensure that all equipment is always used in a safe and correct way. Be familiar with Health, Safety and Wellbeing procedures. Always establish and insist upon safe methods and safe practices. Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes. Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.
All People leaders are personally accountable for:	<ul style="list-style-type: none"> Managing the Health, Safety and Wellbeing performance of work areas over which they have control, ensuring all work is performed in a safe manner and in a safe environment. Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace. Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies. Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident. Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.

Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> All Citycare Property kaimahi including: <ul style="list-style-type: none"> HVAC Manager Delivery Manager Managers (OSM, Sub-Contractors) Minor Capital Works Team Project Engineer
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	<ul style="list-style-type: none"> ○ Operational Staff ○ Support function staff, including Finance, Administration, People. ○ Other Branch Staff as required.
External	<ul style="list-style-type: none"> • Customer(s). • External Suppliers. • General public and business affected by contractors. • Specialist external consultancies and provider. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier

Qualifications | Ngā Tohu Mātauranga

Essential	<ul style="list-style-type: none"> • Freon handling certificate; Universal EPA Refrigeration Certificate • Valid Driver's License • Working on Heights, Confined Space and EWP • EST Licence • Must have appropriate trade qualification such as National Certificate in Refrigeration and Air Conditioning or National Certificate in Heating, Ventilation and Air Conditioning (L4 and above) or other similar overseas Refrigeration and Air Conditioning qualification or full electrical licence with extensive HVAC experience
Ideal	<ul style="list-style-type: none"> • IQP SS9 and SS13

Experience | Ngā Pukenga

Essential	<ul style="list-style-type: none"> • Minimum of 10 years' experience in HVAC maintenance and or installation industry. • Experience in VRF/VRV, Chillers and Radiators, UFM and BMS • In depth knowledge of reading plans and contribute to design and installation. • Knowledge on costing and pricing. • Duct installation experience • OSH requirements and safe work ethic • Experience in commercial, residential and construction environments.
Ideal	<ul style="list-style-type: none"> • Installation of PPR, Kempress, UFM pipework

Agreement | Whakaaetanga

I have read and understood this position description and, by signing below, accept and agree to deliver these responsibilities.

Signed by Kaimahi (Employee):

Date:

Signed on behalf of the Employer:

Date:

Disclaimer | Te Whakakape

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the organisation. It is acknowledged that to remain current, regular amendments will be required. This is to be coordinated in association with the relevant Leader and the Head of People.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Leader to provide clear goals and objectives, against which individual performance will be managed.