

POSITION DESCRIPTION

Position Title:	Senior HVAC Technician		
Reporting to:	HVAC Team Leader		
Date created:	24 th April 2024	Date last updated:	
Direct reports:	0	Location:	Ōtautahi (Christchurch)

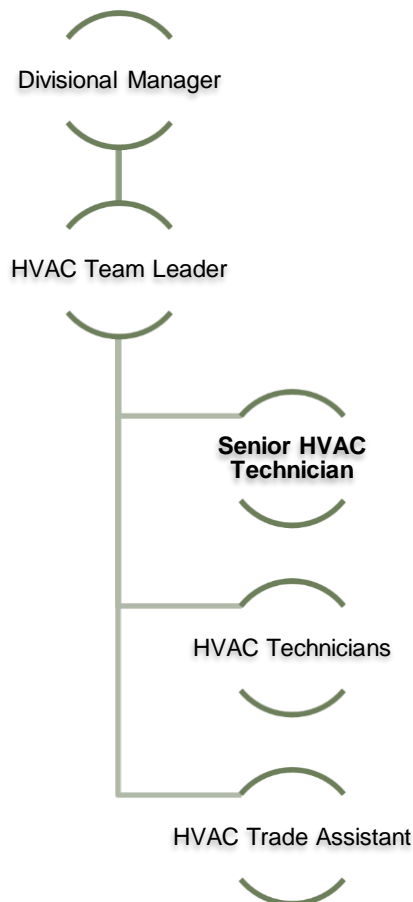
About Us | Mō Mātou

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**. City care Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). 700 of these kaimahi work within Citycare Property with an additional 200 employed by its subsidiary, Spencer Henshaw.

Primary Focus | Te Arotahi Matua

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

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

<p>Good Kiwi Company</p>	<ul style="list-style-type: none"> • Leads the High5 priority of being a Good Kiwi Company and ensures that the business unit is honouring Te Tiriti o Waitangi and invested in thriving local communities and sustainable practices. • Adheres to 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 Citycare Property's expectations. • Leads the implementation of any sustainability and environment initiatives with the business unit. • Leverages the centralised support for community partnership activities and endeavours to make them fit for purpose, where appropriate.
<p>Communication</p>	<ul style="list-style-type: none"> • 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.
<p>Relationships</p>	<ul style="list-style-type: none"> • Quickly establishes credibility and respect and build strong working relationships with 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.
<p>Responsibility</p>	<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 causes 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, building exhaust fans, ventilation units, etc.) for the purpose of evaluating condition, identifying necessary repairs and recommending preventive 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. • Maintains vehicle, tools and equipment for the purpose of ensuring availability in safe operating condition. -Supervisors, Project Manager and/ Operations Manger appraisal of these duties. • 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 at required and perform all required work afterhours as required.

	<ul style="list-style-type: none"> • 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. • 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.
Other Functions	<ul style="list-style-type: none"> • Performs other related duties as assigned by the supervisors for the purpose of ensuring the efficient and effective functioning of the business unit.
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 in 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
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
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
Making the collection of money easy	<ul style="list-style-type: none"> • Deliver services to specification and on time to achieve high levels of satisfaction
General	<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.
Additional Duties	<ul style="list-style-type: none"> • Any other duties of a similar type 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.

All kaimahi are responsibility for	<ul style="list-style-type: none"> • Be personally responsible for their 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 the 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 employees are personally accountable for	<ul style="list-style-type: none"> • For the Health, Safety and Wellbeing performance for work areas over which they have control. • For their continued management competence in Health, Safety and Wellbeing. • By ensuring that all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace. • Ensure all Health, Safety and Wellbeing requirements are always adhered to. • Appropriately manage overall Health, Safety, Environment and Wellness. • Ensure that work is performed in a safe manner and in a safe environment. • Ensure all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.

Qualifications | Ngā Tohu Mātauranga

Ideal	<ul style="list-style-type: none"> • IQP
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

Experience | Ngā Pukenga

Ideal	<ul style="list-style-type: none"> • Independent Qualified Person (IQP) • Artesian system • BMS would be an advantage
Essential	<ul style="list-style-type: none"> • Minimum of 10 years' experience in HVAC maintenance and or installation industry. • Experience in chilled water systems • OSH requirements and safe work ethic • Experience in commercial, residential and construction environments. • Experience in Installation of HVAC system

Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Project Manager ○ Operations Manager
External	<ul style="list-style-type: none"> • Specialist external consultancies and provider. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier

Disclaimer | Te Whakakape

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Signed by the Employee: **Date:**

Signed on behalf of Employer: **Date:**

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.