

# ROLE CLARITY

<b>Position Title:</b>	Heavy Diesel Resident Field Service Technician	<b>Reports To:</b>	Service Supervisor
<b>Name:</b>		<b>Direct Reports:</b>	N/A
<b>Function:</b>	Service	<b>Indirect Reports:</b>	N/A
<b>Business Unit</b>		<b>Date Created:</b>	March 2020

## JOB PURPOSE

- Competent mechanical repair and maintenance of a wide range of heavy equipment to meet standard and customer expectation.
- Contact and liaise directly with the customer to complete all required work on customer sites.
- Remotely managing workloads to ensure the delivery of an excellent customer experience.
- Completion of all service related documentation to standard.

## FINANCIAL ACCOUNTABILITY/DECISION MAKING AUTHORITY

Dimension	Value/Description
Provide a summary of the position in terms of its impacts, financial accountabilities, and decision making limits. Not all items will apply.	N/A
Purchasing Authorisation Level	N/A
Decision making authority and types of decisions made	<b>Decisions Expected:</b> Workflow priorities within guidelines  <b>Recommendations Expected:</b> Approvals required above authorised level

## ACCOUNTABILITIES

### Role Specific Accountabilities

- Provide accurate and timely service information to ensure the customer is invoiced correctly and on time.
- Quality information is provided in timecard and SIMs entries every time.
- Service documentation is completed to standard every time (timeframes and quality).
- Complete Technical repairs on equipment at a standard detailed by the manufacture.
- Ensure all tasks are performed to target repair times as detailed by the Supervisor or Manufacture.
- Ensure all technical tasks are completed to the company and Caterpillar quality standards.

### Health and Safety

At Terra Industrial, our commitment to health and safety is central to how we operate. Everyone is accountable for safety.

- Safety of self and others is achieved by personal commitment to follow all company policies, safety management systems, procedures and practices
- Demonstrates personal commitment to development and training

- Minimises risk by actively identifying safer ways to conduct work, participates in safety initiatives, hazard identification and incident management; adopts lessons learned into work practices
- Identifies and reports opportunities for continuous improvement and innovation

### Team Membership

Be a great team member, always act in a way which is in line with our Code of Conduct.

- Follow instructions.
- Comply with Company policy and procedures.
- Respect others.
- Work constructively with team members across the group.
- Help out with different tasks as required.
- Contribute ideas and share your knowledge.
- Take every opportunity to learn new technical skills.

### Leadership

- Actively role models organisational purpose, values and behaviours
- Builds strong working relationships with others, both inside and outside of direct team
- Others can learn and grow through the personal demonstration of sharing information, ideas and learning
- Proactively seeks formal and informal development opportunities for growth

### Financial

- Eliminate rework by following agreed methods and measures
- Identify a better way of working to reduce costs
- Uses resources (people and assets) effectively and efficiently
- Delivers work on time and in full

### Customer Experience

- Follows agreed methods and measures to achieve reliable results for customers
- Customer expectations and service standards are understood and delivered within agreed timeframes
- Implements initiatives so that customer experience targets are met
- Identify opportunities to improve customer experience and initiatives are adopted by others

## PERSON SPECIFICATIONS

### Qualification

	Essential	Desirable
A minimum of Trade Certificate/National Certificate in Automotive Heavy Engineering Level 4 or equivalent.	Yes	
Current full drivers licence	Yes	

### Experience

	Essential	Desirable
5+ year's industry experience servicing and/or repairing heavy machinery	Yes	
Strong product and system knowledge		Yes

Strong diagnostic skills	Yes	
Knowledge of electronic diagnostic equipment	Yes	
Strong time management skills	Yes	
Ability to communicate effectively across a range of people	Yes	

## COMPETENCIES



### Drives Results

Demonstrates a strong focus on high performance standards and personal achievement. Sets self-stretch goals and works persistently to achieve them. Displays high work focus, high levels of energy, and goes above and beyond to exceed expectations.



### Adaptability

Highly open and adaptable to change. Responds to change in an enthusiastic manner and adjusts quickly, with little disruption to workload in the process.



### Customer Focus

Is motivated by exceeding customer expectations and fulfilling obligations to others. Interacts with customers in a friendly, considerate manner, responding to social cues appropriately. Treats all customers equally.



### Teamwork

Supports and collaborates with team members to achieve targets. Appreciates the benefits of diversity and works well with a variety of people.



### Accuracy & Completion

Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.



### Passion to Learn

Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

## KEY RELATIONSHIPS

Internal - Branch team members

External - Customers

## ACKNOWLEDGEMENT

I have received a copy of the Role Clarity and have read, understand and accept its contents.

Team Members Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Manager's Name: (please print)

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

*The purpose of a Role Clarity is to provide a job summary that can be used to assist in a number of management activities including recruitment, induction, training, performance management, job evaluation, and job design. Role Clarities are supported by, and should be read in conjunction with, other Terra Cat documents such as letters of appointment, policies and procedures, codes of practice and any other materials that provide details about what is to be achieved and how the job is to be performed.*

*A Role Clarity is only a summary of the typical functions on the job, not an exhaustive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties of the incumbent may differ from those outlined in the job description or other duties, as assigned, might be part of the job. As many jobs evolve over time, position descriptions may be reviewed and updated.*