

ROLE CLARITY

Position Title:	Trades Assistant	Reports To:	Service Supervisor
Name:		Direct Reports:	N/A
Function:	Service	Indirect Reports:	N/A
Business Unit		Date Created:	February 2020

JOB PURPOSE

- Assist qualified Heavy Diesel Technicians with the maintenance and servicing of equipment
- Ensure the workshop is kept clean, tidy, and organised
- 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	<p>Decisions Expected: Workflow priorities within guidelines</p> <p>Recommendations Expected: Approvals required above authorised level</p>

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)

Assist in the smooth running of the workshop by completing tasks required and ensuring working areas are kept clean and tidy.

- Ensure workspaces, machine areas and tool benches are kept to the required standards of cleanliness and organisation
- Assist the workshop with basic tasks as instructed
- Carry out non-technical maintenance tasks around the workshop
- Positively engage in all required Contamination Control practices
- Provide support and assistance to other areas of the business as and when required

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

- Eliminates rework by following agreed methods and measures
- Identifies 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
- Identifies opportunities to improve customer experience and initiatives are adopted by others

PERSON SPECIFICATIONS

Qualification

	Essential	Desirable
<ul style="list-style-type: none"> • A minimum of 3 years Secondary education, or demonstrated ability in performing a similar role 	Yes	
<ul style="list-style-type: none"> • Pre trade related qualifications 		Yes
<ul style="list-style-type: none"> • Current full drivers licence preferred, minimum restricted license 	Yes	

Experience

	Essential	Desirable
<ul style="list-style-type: none">Experience using simple hand tools including their use, repair and maintenance	Yes	
<ul style="list-style-type: none">Experience working in a team	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.



Critical Thinking

Critically analyses and evaluates information in a logical way when solving complex problems. Breaks down problems into smaller components and seeks to identify underlying causes.



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.



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.



Accuracy & Completion

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



Self-Insight

Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth. Strives to keep abreast of the latest industry trends and technologies.



Teamwork

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

KEY RELATIONSHIPS

Internal - Branch team

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. The role clarity is 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 role clarity or other duties, as assigned, might be part of the job. As many jobs evolve over time, your role clarity may be reviewed and updated.