

POSITION TITLE: Service Technician

BUSINESS UNIT: Operations

LOCATION: Burton

POSITION REPORTS TO: Service & Operations Manager

REPORTS TO THIS POSITION: Nil

RELATIONSHIPS **INTERNAL:** Operations Team, Projects & Fabrication Team

EXTERNAL: Clients

POSITION PURPOSE

The Service Technician is responsible for the daily operation and maintenance of Water Treatment plants as well as acting as an Osmoflo site representative promoting Osmoflo's capabilities and services to clients and key stakeholders.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Function	Task description
Operation & Maintenance	<ul style="list-style-type: none"> Operate and maintain plants as outline in the service agreement. Familiarise with service contract scope and ensure compliance. Ensure instruments used in service work are calibrated. Take lead role as plant owner for allocated plants, as per plant owner duty statement. Share and manage workload with Service Technicians and other staff in Regional Office. Assist Service & Operations Manager, Regional Manager as required. Comply with relevant site conditions as advised by Osmoflo and the client. Prepare and submit internally required paperwork and documentation, including site work sheets, service check sheets, trip debriefs faxes and emails within required time frames. Respond to onsite callouts and breakdowns as required. <p>Assist with the preparation of Plant Performance Reports for customers on a weekly or as required basis.</p>



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ESSENTIAL DUTIES AND RESPONSIBILITIES	
Function	Task description
	<ul style="list-style-type: none">■ Use Osmoflo's Maintenance Management System (TAG) to full effect, in planning site works, executing plant maintenance and reporting plant feedback and observations against TAG work orders.■ Back up Control Centre with on call duties as rostered.■ Weekend or night shift work as required.
Customer Service	<ul style="list-style-type: none">■ Act as Osmoflo site representative and communicate client issues and requirements to the Service & Operations Manager.■ Develop customer relationships.■ Promote Osmoflo's capabilities and services.■ Identify sales opportunities with existing customers including opportunities for plant upgrades and modifications.■ Answer customer queries courteously and promptly over the telephone and face to-face.■ Professionally represent Osmoflo in all relationships.■ Refer customer complaints to the Service & Operations Manager.■ Liaise with all staff on an ongoing basis to ensure a high level of customer service.
Other Accountabilities	<ul style="list-style-type: none">■ Provide support for the installation and commissioning of plants.■ Communicate with staff members to resolve issues.■ Assist with the training, support and development of peers / team members.■ Ensure good maintenance of equipment and premises including vehicles, furniture, computers, telephones, stock, tools etc.■ Be prepared to fulfill other duties are peripheral to our role.■ Input data accurately and efficiently whenever using computer systems.■ Offer suggestions & recommend changes to improve business and services.■ Attend planned meetings and meet all written report requirements as set.■ Attend all nominated training Programs.■ Complete monthly expense reports on time
Continuous Improvement	<ul style="list-style-type: none">■ Contribute to a culture of innovation, by creating and seeking ways to develop innovative solutions which aid business growth.■ Participate in continuous improvement activities and programs across the organisation, in particular Lessons Learned and opportunities for improvement to ensure past project learnings are used.■ Working with others in the business, initiate and develop new ideas, contribute to continuous improvement initiatives aimed at QHSE, other internal processes,



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Function	Task description
	<p>development and implementation of new ideas (processes, products, services), and improvement of Osmoflo's competitiveness and overall market recognition.</p> <ul style="list-style-type: none">Assist in the review of work processes and procedures and streamline them to assist with routine workflow.Actively participate in professional development
Safety, Quality & Compliance	<ul style="list-style-type: none">Encourage and foster a strong QHSE culture in the Team.Ensure all activities are undertaken in a safe manner by understanding risks and hazards that may be exposed while performing your roles (safety in office, while travelling, at customer sites).Ensure quality procedures directly related to the role are followed and participate in regular reviews, offering recommendations as requiredParticipate in the application of Osmoflo's QHSE Management System and adhere to associated policies /proceduresIdentify, process and prevent non-conformances of products in line with quality systems.Complete paperwork in accordance with Quality Assurance Standards procedures

POSITION REQUIREMENTS / SELECTION CRITERIA		
	Essential	Desirable
Training / Qualification	<ul style="list-style-type: none">	<ul style="list-style-type: none">Mechanical, Electrical, other Trade Qualified or Engineer.
Experience / Knowledge	<ul style="list-style-type: none">Commercial / industrial water treatment experience.Maintain OHSE procedures and values across the site.	
Skills / Abilities	<ul style="list-style-type: none">Capacity to travel and work at remote sites as part of a small team."Hands-On" person to contribute wherever needed in the activities of operating and maintaining the water treatment plant process units and ancillary services.Ability to communicate difficult process and technical issues in verbal and written form.Computer literacy.Excellent communication and interpersonal skills including good command of English	



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POSITION REQUIREMENTS / SELECTION CRITERIA		
	Essential	Desirable
	<p>language in written and spoken form.</p> <ul style="list-style-type: none">▪ Excellent customer orientation, willingness to deal with people, be flexible and be able to meet customer demands.▪ Self-organisation and initiative, capacity to work without supervision.▪ Attention to detail, particularly with following QAS procedure and completing paperwork.▪ Positive, team-oriented attitude, show punctuality and reliability of attendance.	
Licenses	<ul style="list-style-type: none">▪ Current Drivers License.	<ul style="list-style-type: none">▪ Electrical license.

HEALTH, SAFETY, ENVIRONMENT AND QUALITY

Managers and Supervisors

Managers have a responsibility in their areas of control to ensure:

- Risks to people, property, the environment, products, and business reputation are identified and effectively controlled.
- Promotion of a risk aware culture in through:
 - Engaging in positive and proactive risk discussions with the workforce and our customers
 - Effective consultation, communication, and collaboration
 - Leading by example
 - Participation in the audit, inspection, and observation programs
 - Follow up and provide feedback on reported incidents, hazards, near misses, quality issues and suggestions for improvement.
- The workforce is competent for the tasks they undertake.
- Implementation of and compliance with the Osmoflo Integrated Management Systems policies and procedures
- Reporting and investigation of incidents, near misses, hazards, and non-conformances
- Monitor Performance and continuously improve processes, the work environment, and systems.
- Manage accountability fairly and justly.



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All Employees (and Casuals/Contractors)

Everyone has the responsibility to protect their own safety and that of others, ensure the environment is not harmed, and that quality is maintained in our products and services.

Employees have responsibilities to:

- **O**bserve your tasks and environment:
 - Always be cautious, and understand the environment you are working in.
- **S**pot Hazards:
 - Identify the hazards in every task you do, and the work environment you are in.
 - If you see someone else doing something that may not be safe, discuss the hazards with them.
- **M**inimise risks:
 - Make sure you have the right tools and equipment.
 - Make sure you are competent for the tasks.
 - Make sure the risks are controlled before you start work.
- **O**bey rules, reasonable instructions, and procedures – comply with:
 - The Osmoflo Essential Rules for Life and Code of Conduct
 - Procedures, work instructions as they apply to your job.
 - Instructions provided to you by your supervisor or manager.
- **S**peak up if you are unsure:
 - You have the authority to stop work and escalate concerns to your supervisor if you believe a task is not safe, or if you see others working or behaving unsafely.
- **I**ncidents, near misses, hazards and quality issues must be reported:
 - Report any incidents, hazards, and quality issues to your supervisor
 - Participate in investigations as required.
- **S**uggest improvements:
 - If you think things can be improved to make things safer, more environmentally sound, or improve product quality, discuss with your supervisor, and raise an opportunity for improvement.

CORE VALUES

Agile

- We design and build solutions that are 'fit for purpose' going beyond our customers' expectations.
- We work in partnership with our customers actively seeking to understand their business and views; we anticipate and respond to their needs by providing tailored solutions that contribute to our mutual business success.
- We keep the big picture in mind balancing our customer and commercial needs.
- We are entrepreneurs, tackling new challenges, seeking out problems, finding ways to solve them and connecting our customers to all parts of our business.

Innovative

- We have a thirst for knowledge and support each other by openly and willingly seeking and sharing information and ideas across the business to create solutions and solve problems.
- We are creative and imaginative; we respond positively to new ideas and are prepared to move outside our comfort zones and take calculated risks.
- We use every project and assignment as an opportunity to learn something new and we actively invite constructive criticism on every area of the business to generate new ideas and creative approaches to our challenges.



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- We learn from our mistakes, we don't blame, we actively encourage issues to be raised before problems arise.

Team-Oriented

- We treat one another with respect and communicate openly - creating value by working together within and across our businesses.
- We recognise that our strength and our competitive advantage is – and always will be – our people working together.
- We foster collaboration while maintaining individual accountability. We encourage the best ideas to surface from anywhere within the organisation. We appreciate the value of multiple perspectives and diverse expertise.
- We will continually learn and share ideas and knowledge. We will encourage cooperative efforts at every level and across all activities in our company.
- We are supportive of each other's efforts, loyal to one another, and care for each other both personally and professionally.

Committed

- We push ourselves and others to excel – we never walk away from a challenge or a difficult situation – we consistently complete our tasks and meet our deadlines.
- We understand what we need to do; we clearly define our objectives, prioritise our work and evaluate our progress to ensure we achieve our goals.
- We employ the right people who understand their roles, ask for and act on feedback from others and constantly re-evaluate their own skills and capabilities in order to progress their career goals.
- We have strong leadership who model our values, walk the talk, lead by example and recognise and reward the right behaviours.
- We are a high performing workforce – a team – communicating, listening and supporting one another.

Quality-Driven

- We give value for money with appropriate solutions to meet and exceed our customers' expectations; minimising waste with efficient planning.
- As we grow and expand, we work to achieve a consistent approach, regularly reviewing completed tasks and projects to identify opportunities to improve.
- We think outside the scope of our own roles – working together to deliver high quality products and services to levels required by our customers.
- We understand what 'high quality' products and services mean for our customers and we work to achieve agreed expectations.

ACKNOWLEDGEMENT

- This position description represents the position as it is at present and is not intended to be an exhaustive list of all duties or responsibilities associated with the position.
- Osmoflo reserves the right to make changes to the content of this position description, including but not limited to duties, responsibilities and requirements of the role as circumstances and operational requirements dictate.

I have read, understand and agree to perform the duties set out in this position description:



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Name

Signature

Date

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