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# POSITION DESCRIPTION

**POSITION TITLE:** Service Technician

**POSITION PURPOSE:** To service, maintain and manage customers' Water Treatment Plants across multiple sites and Osmoflo's asset base to ensure Osmoflo plants perform at the optimum level. To represent and act as Osmoflo interface with key stakeholders on site.

**POSITION ENVIRONMENT:**

- **BUSINESS UNIT** Operations
- **POSITION REPORTS TO** Service & Operations Manager
- **REPORTS TO THIS POSITION** Nil

**TYPE OF EMPLOYMENT:**

**FINANCIAL AUTHORITY:** Total order value up to \$100 – Gain signature via expenses (when on site)  
All orders – Gain signature from Manager

## CORE FUNCTION

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	Measurement
<b>Operation &amp; Maintenance</b>	<ul style="list-style-type: none"> <li>▪ Operate and maintain plants as outline in the service agreement.</li> <li>▪ Familiarise with service contract scope and ensure compliance.</li> <li>▪ Ensure instruments used in service work are calibrated.</li> <li>▪ Take lead role as plant owner for allocated plants, as per plant owner duty statement.</li> <li>▪ Share and manage workload with Service Technicians and other staff in Regional Office.</li> <li>▪ Assist Service &amp; Operations Manager, Regional Manager as required.</li> <li>▪ Comply with relevant site conditions as advised by Osmoflo and the client.</li> <li>▪ Prepare and submit internally required paperwork and documentation, including site</li> </ul>	



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ESSENTIAL DUTIES AND RESPONSIBILITIES		
Function	Task description	Measurement
	<p>work sheets, service check sheets, trip debriefs            faxes and emails within required time frames.</p> <ul style="list-style-type: none"> <li>▪ Respond to onsite callouts and breakdowns as required.</li> </ul> <p>Assist with the preparation of Plant Performance Reports for customers on a weekly or as required basis.</p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Back up Control Centre with on call duties as rostered.</li> <li>▪ Weekend or night shift work as required.</li> </ul>	
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Act as Osmoflo site representative and communicate client issues and requirements to the Service &amp; Operations Manager.</li> <li>▪ Develop customer relationships.</li> <li>▪ Promote Osmoflo's capabilities and services.</li> <li>▪ Identify sales opportunities with existing customers including opportunities for plant upgrades and modifications.</li> <li>▪ Answer customer queries courteously and promptly over the telephone and face to-face.</li> <li>▪ Professionally represent Osmoflo in all relationships.</li> <li>▪ Refer customer complaints to the Service &amp; Operations Manager.</li> <li>▪ Liaise with all staff on an ongoing basis to ensure a high level of customer service.</li> </ul>	
<b>Quality</b>	<ul style="list-style-type: none"> <li>▪ Identify, process and prevent non-conformances of products in line with quality systems.</li> <li>▪ Complete paperwork in accordance with Quality Assurance Standards procedures.</li> </ul>	
<b>OHS</b>	<ul style="list-style-type: none"> <li>▪ Comply with OSHE policies and procedures.</li> <li>▪ Identify and report all hazards, incidents, non-conformances and opportunities for improvement.</li> </ul>	
<b>Other Accountabilities.</b>	<ul style="list-style-type: none"> <li>▪ Provide support for the installation and commissioning of plants.</li> <li>▪ Communicate with staff members to resolve issues.</li> </ul>	



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## ESSENTIAL DUTIES AND RESPONSIBILITIES

Function	Task description	Measurement
	<ul style="list-style-type: none"> <li>▪ Assist with the training, support and development of peers / team members.</li> <li>▪ Ensure good maintenance of equipment and premises including vehicles, furniture, computers, telephones, stock, tools etc.</li> <li>▪ Be prepared to fulfill other duties are peripheral to our role.</li> <li>▪ Input data accurately and efficiently whenever using computer systems.</li> <li>▪ Offer suggestions &amp; recommend changes to improve business and services.</li> <li>▪ Attend planned meetings and meet all written report requirements as set.</li> <li>▪ Attend all nominated training Programs.</li> <li>▪ Complete monthly expense reports on time</li> </ul>	

## OHS&E and QUALITY COMMITMENT

### Managers

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

- Relevant health, safety and environmental policies and procedures are effectively implemented.
- They report and document all incidents into the OHS management system in the allocated timeframe.
- Conduct investigations into reported incidents and be actively involved in controls to stop reoccurrence.
- All workers with a compensable injury are assisted with the claim process and if required assisted to return to full duties as soon as possible.
- All risks to health, safety and the environment are identified, assessed, and effectively controlled.
- The effectiveness of risk control measures are regularly monitored and deviations from standards rectified.
- Supervisors and workers have adequate knowledge and skills to carry out their health, safety, and environmental responsibilities.
- They regularly consult with workers using, but not limited to, a selection of the following: scheduled toolbox meetings, team briefings, emails, newsletters, notice boards, conversations etc.
- Workers and their representatives are consulted on any proposals for, or changes to, the workplace, work practices, policies, or procedures, which may affect the health and safety of workers.
- Compliance to all environmental standards set by legislation and or Osmoflo, and document environmental issues as required in the Osmoflo environmental system.

### All Employees (and Casuals/Contractors)

Employees have responsibilities to take care to protect their own health and safety and to avoid adversely affecting the health and safety of any other person or the environment.

Employees have responsibilities to:

- Carry out their roles and responsibilities as detailed in the relevant health, safety and environmental policies and procedures.
- Report any incident or hazards at work to their manager or supervisor.
- Obey any reasonable instruction aimed at protecting their health and safety while at work.



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- Use any equipment provided to protect their health and safety while at work.
- Assist in the identification of hazards, the assessment of risks and the implementation of risk control measures.
- Consider and provide feedback on any matters which may affect their health and safety.
- Ensure they are not so affected by alcohol or another drug, to endanger their own or any other person's safety.
- Compliance to all environmental standards set by legislation and or Osmoflo and document environmental issues as required in the Osmoflo environmental system.

POSITION REQUIREMENTS / SELECTION CRITERIA		
	Essential	Desirable
<b>Training / Qualifications</b>		<ul style="list-style-type: none"> <li>▪ Mechanical, Electrical, other Trade Qualified or Engineer.</li> </ul>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Commercial / industrial water treatment experience.</li> <li>▪ Maintain OHSE procedures and values across the site.</li> </ul>	
<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>▪ Capacity to travel and work at remote sites as part of a small team.</li> <li>▪ "Hands-On" person to contribute wherever needed in the activities of operating and maintaining the water treatment plant process units and ancillary services.</li> <li>▪ Ability to communicate difficult process and technical issues in verbal and written form.</li> <li>▪ Computer literacy.</li> <li>▪ Excellent communication and interpersonal skills including good command of English language in written and spoken form.</li> <li>▪ Excellent customer orientation, willingness to deal with people, be flexible and be able to meet customer demands.</li> <li>▪ Self-organisation and initiative, capacity to work without supervision.</li> <li>▪ Attention to detail, particularly with following QAS procedure and completing paperwork.</li> <li>▪ Positive, team-oriented attitude, show punctuality and reliability of attendance.</li> </ul>	
<b>Licenses</b>		<ul style="list-style-type: none"> <li>▪ Electrical license.</li> </ul>



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### CORE VALUES

#### **Innovation**

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

#### **Flexibility**

- 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.

#### **High Quality**

- 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.

#### **Commitment**

- 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.

#### **Teamwork**

- 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.



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- 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.

### AGREEMENT

This position description represents the job as it is at present; Osmoflo reserves the right to make changes to the expectations of the role as circumstances dictate.

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

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**Name**

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**Signature**

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**Date**