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Position Description – Maintenance Manager

Approved by: General Manager

Date: 22nd January 2016

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Home
Maintenance

Personal
Wellbeing

Home Care

Housekeeping

Commercial

Property, Legal
& Financial



POSITION TITLE:	Maintenance Manager
EMPLOYER:	Vision At Your Service Pty Ltd (At Your Service)
PRESENT INCUMBENT:	[Name of Person being offered position]
REPORTING TO:	XXXXXXXXXX
REPORTING STAFF:	Junior and Senior Maintenance Staff
QUALIFICATIONS AND SKILLS:	<ul style="list-style-type: none">• A Trade Qualification – (electrician, builder, plumber or similar).• Must be able to demonstrate experience in a trade field and competence across building maintenance.• Literacy, numeracy, leadership and management skills.
ESSENTIAL	<ol style="list-style-type: none">1. Building Industry Induction Certificate (White Card);2. Current Driver’s License;3. Current National Criminal History Check certificate4. Experience in customer service and working in a team environment;5. Proven experience in being able to work unsupervised on a number of concurrent projects;6. Experience in customer service and working in a team environment;7. Good time management skills;8. Ability to work with older people;9. Strong Relationship Management skills;10. Excellent problem solving skills;



	<ul style="list-style-type: none"> 11. Commitment to quality; 12. Commitment to personal development; 13. A proven ability to co-ordinate and direct the work of a team of skilled and semi-skilled staff; 14. Proven ability to accurately estimate time and materials for numerous and various size projects and jobs; 15. Thorough understanding of Workplace Health & Safety policies and procedures; 16. Ability to use computer or other electronic devices on the job
DESIRABLE	<ul style="list-style-type: none"> 1. Trade Qualification/s; 2. Current First Aid Certificate
PERFORMANCE GOALS:	<ul style="list-style-type: none"> 1. To promote the philosophy of privacy, ethical conduct, transparency, trust and accountability of At Your Service. 2. To be responsible and mindful of your own health and safety and that of anybody else who may be affected by your acts or omissions. 3. To ensure that by your conduct goodwill is created/maintained between all parties, thereby generating positive word of mouth within the At Your Service community and the broader community. 4. To develop and implement systems to continually improve processes. 5. To establish and maintain effective working relationships with local businesses, practitioners and individuals providing goods or services related to the operation of At Your Service. 6. To ensure that all work is performed in accordance with



	<p>relevant laws and regulations.</p> <ol style="list-style-type: none">7. To work co-operatively and effectively with any other staff, contractors etc. associated with At Your Service.8. To manage any subordinate staff, as may be engaged by At Your Service, to meet these requirements.
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GENERAL RESPONSIBILITIES:

All duties should be carried out in a timely manner and be in accordance with the established policies and procedures. These duties include:

1. Participation in all required training activities;
2. Participation in all required staff meetings;
3. Carrying out all duties in a way that complies with: Current Workplace Health & Safety Legislation; All At Your Service local policies;
4. To provide feedback to other departments on client welfare;
5. To maintain and issue accurate information to prospective clients (in the form of quotes or otherwise);
6. To ensure that all relevant systems and procedures are protected and that confidentiality of all client records is maintained;
7. To ensure all work meets quality standards and that continual improvement is maintained;
8. To actively promote At Your Service within the local community;
9. To maintain open communications with senior operational staff both informally and through formal meeting schedules;
10. To ensure all work is properly documented;
11. To provide support to all other personnel and contractors of At Your Service;
12. To generally support all activities of At Your Service as directed;

The following Annexures have been provided with this Job Description.

Schedule

Date Supplied: _____

Fair Work Information Statement

Date Supplied: _____