

Mechanical Fitter - Site Service, Position description

Type of employment:	Permanent – Full time
Location:	10 Ferguson Street, Kewdale WA 6105
This role reports to:	Site Service Manager/Site Service Supervisor

Position Summary

Reporting directly to the Site Service Manager and Site Service Supervisor the primary focus of this role is to focus on maintenance and servicing of Boom Systems and Hydraulic Attachments on a range of sites across WA and TRS Workshop while complying with all statutory requirements and Company Safety, Health and Environmental standards and procedures.

Key tasks and responsibilities:

- Maintain, repair and service Boom Systems and Hydraulic Attachments on a range of sites across WA and TRS workshop.
- Support our rockbreaking boom system clients and use your initiative, experience and skills to build rapport with our key customers at all levels.
- Build positive relationships with customers and ensure a long-standing relationship is maintained.
- Carry out site service activities to the highest quality standard, troubleshooting and problem solving as required whilst ensuring all client requirements for permits and documentation are met.
- Work with the Site Service Team and contribute your ideas to improve the performance and maintainability of our products
- Complete assigned tasks so that delivery schedules are met while complying to all safety practices and meeting quality and business culture standards
- Produce timely and detailed equipment service and repair reports and other documentation if required.
- Report to Site Service Supervisor and Site Service Product Specialist on a regular basis and advise of any current or potential future issues.
- Hazard and incident identification, reporting and remedy.

Qualifications, Experience & Technical Skills Required:

- Relevant trade qualification or a strong technical background in mechanical and/or hydraulic equipment manufacture, assessment, re-build or service
- Strong customer focus with a flexible 'can-do' attitude
- Excellent communication skills
- Exceptional attention to detail.
- Demonstrated understanding of current WH&S legislation and safety requirements, ensuring WH&S requirements are being met at all times.
- Strong work ethic and willingness to get the job done, to ensure projects are delivered on time.
- Passion, enthusiasm, responsibility and pride in what you do
- Ability to follow company policies, systems and procedures
- Proficient on MS office.
- Strong ability to resolve issues
- The ability to work as part of a team

Mechanical Fitter - Site service will be responsible to effectively carry out service tasks in a timely, safe and efficient manner.

The goal is to drive service success that improves customer satisfaction, maximises customer retention and increases profitability.

Workplace Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct, and to abide by their duty of care provided for in the legislation.

- Follows workplace procedures and instructions to achieve good OHS practice
- Maintains tools, equipment and facilities to make sure of safe performance and good OHS practice
- Identifies and reports unsafe, unhealthy or hazardous working conditions
- Uses personal protective equipment as required
- Report any injury, hazard or illness immediately, where practical to their supervisor

Performance Goals

- Deal with customers, suppliers and other employees professionally and in a timely manner at all times
- 'Right first time'
- Be a part of developing the collective skills and know-how of the TRS workshop team by sharing information and supporting others whenever the opportunity arises
- Effective and timely communication with the Workshop Projects Coordinator regarding requirements for parts and tools to assist in maintaining the right mix and level of spare parts and tools in stock
- Compliant with Workplace Health and Safety
- Compliant with TRS procedures and policies