Senior Maintenance Technician

PURPOSE OF POSITION:	
To provide engineering leadership and oversight of planned and defect maintenance of Real Journeys assets within designated areas of responsibility.	
DIVISION: Engineering	**LOCATION:** Te Anau/ Bluff Workshop / Queenstown
REPORTS TO: Engineering Support Manager. Responsible to the Maintenance Supervisor for delegation of maintenance activities	**DIRECT REPORTS:** Varies dependent on resource allocation.

REAL JOURNEYS VALUES:

There is an expectation at Real Journeys that you will contribute towards delivery of our values:

Keep It Real – Make It Remarkable – Share Your Backyard – Play As One Team – Do It Better – Safe As

CORE COMPETENCIES:

CREATING REMARKABLE CUSTOMER EXPERIENCES:

- Be a gracious host by welcoming and acknowledging all customers;
- Proactively engage with customers. Establish their needs through listening and questions and respond with clear and accurate information;
- Ensure all communication and interactions are conducted in a personable and professional manner;
- Conclude the customers' experience by thanking them with a genuine farewell;

DEMONSTRATING LEADERSHIP:

- Be able to demonstrate initiative, and make decisions using sound judgement;
- Lead by example and go the extra mile to make it Remarkable;
- Embrace our diversity, and be proactive in growing inclusion
- Keep our promises. For the team to work well we do what we say we do;

A COMMITMENT TO SAFETY

- Safety is the first consideration in everything we do. It is everyone's responsibility - we comply with current industry standard and best practice. We learn from corrective actions and will not tolerate negligence;
- Safety is openness – you will be encouraged to attend health and safety meetings and where possible provide solutions and feedback. Information is shared, investigation conclusions are open and we report every incident with the intention of taking immediate remedial action;
- Safety is about identifying and reporting all hazards and taking a proactive part in reviewing all hazards and risks associated with them;

ROLE SPECIFIC REQUIREMENTS:

ENGINEERING GENERAL

- To immediately report all items of a serious nature that could compromise safety or the efficiency of Real Journeys' operations to the Engineering Support Manager and Maintenance Supervisor
- Carry independent engineering research in support of maintenance and project related tasks.
- Prepare a weekly status report providing an overview of the week and any outstanding issues within your designated area of responsibility
- Ensure cost effective use of Real Journeys' resources within your delegated responsibility
- Available to conduct engineering duties outside of normal working hours in response to urgent operational requirements
- Available to conduct on-call duties in accordance with engineering on-call roster
- May be required to carry out engineering duties from remote locations from time to time
- Supervise external contractors as required

ENGINEERING SAFETY

- Ensure safety is a top priority at all times and in all spheres of Real Journeys operations in conjunction with the nominated safety officers
- Maintain full understanding in regard to the requirements of the Health & Safety in the Workplace legislation
- Ensure all accidents, incidents and emergencies are correctly recorded and reported to the Operational Support Manager and Health & Safety Manager.
- To promote a culture of workplace Health & Safety through leadership across designated area of responsibility, but not necessarily limited to
- Participate in the Engineering safety meetings and discussions

PROJECT MANAGEMENT

- Responsible for the oversight and management of project-related activities within allocated budgets and timelines

ASSET MANAGEMENT

- Be familiar with and maintain knowledge of Real Journeys' Asset Management System
- Contribute to the optimisation of Real Journeys' assets within your area of responsibility

FINANCIAL

- Ensure all aspects of assigned engineering and maintenance work are managed within job allocation budget
- Contribute to the preparation of job card budgets

MAINTENANCE

- Ensure implementation of best practice procedures that minimise costs, delays and stoppages while not compromising safety or Real Journeys' high standards of maintenance
- Ensure all assigned maintenance meets Real Journeys' SOP's and industry best practice

- To ensure assigned maintenance is completed on time and within budget, as determined by the Maintenance Supervisor
- Ensure assigned maintenance is carried out in compliance with statutory and regulatory requirements, including Real Journeys' Safety Management System.
- Complete the close out of maintenance jobs including accurately reporting job status, stores and resource commitment, and any follow up items
- Regularly advise the Maintenance Supervisor regarding the status of your designated area of responsibility
- Responsible for routine inspection of all assets within your area of responsibility, including the identification of areas for improvement.

LEADERSHIP

- Demonstrate ability to work independently, self manage and manage others within a small team
- Demonstrate sound leadership in the support of management initiatives and decisions
- Act as a role model and mentor for Technicians/Labourers/Apprentices within the Engineering Division

DEVELOPMENT & TRAINING

- Responsible for the creation of your own personal development plan
- Responsible for mentoring and developing Technicians/Labourers/Apprentices of the Engineering Division under your supervision

OTHER DUTIES

- To undertake any other duties as directed by the Engineering Support Manager
- To attend and participate in Engineering staff meetings