**ALARM MANAGER**

**ARGUS FIRE SYSTEMS SERVICE LIMITED**

**BASIC RESPONSIBILITY:**

The Auckland Alarm Manager is responsible for the management of fire alarms service and contract installations in the Auckland region. All work must be performed in compliance with statutory requirements and to best industry practice, whilst ensuring that agreed budgets and/or profits are met, and that Argus' customers and suppliers hold the company in high regard.

**RELATIONSHIPS:**

Reports to: Auckland Service Manager

Immediate Sub-ordinates: Alarm Estimators

 Alarm & Testing Administrators

Functional Contact: Service Manager

 Project Managers

 Supervisors

General Manager Northern

Chief Financial Officer

Associated Company/Division Managers

Regional Sales and Key Account reps

Compliance and admin staff

**DETAILED RESPONSIBILITIES:**

**Customer Service**

1. To provide the best possible service through the practice of a customer first ethic, and to promote a vibrant image of Argus.
2. To ensure external contractors engaged by Argus are customer focused.
3. To handle customer complaints or major incidents.
4. To maintain accurate and timely records of correspondence or discussions with customers.

### Operations

1. To demonstrate a professional approach at all times, and an awareness and understanding of Argus' strategy and goals.
2. To ensure that the highest ethical, technical and quality standards are maintained in all activities.
3. To adequately programme, direct and control staff and their activities to achieve budget plans and sales, and production and profit within authorised expenditure limits.
4. To estimate Alarm project works promptly to procure a steady flow of contracts work.
5. To conduct Alarm design work in accordance with statutory requirements and project demands.
6. To ensure Argus policies as laid down from time to time are implemented.
7. To achieve budgets for orders, production, invoicing, production expenses, administration and selling expenses, profit earnings and finance.
8. To display clear and professional communication skills, both verbal and written, in dealing with both Argus' customers and employees.
9. To provide sound advice to all technicians and contractor groups.
10. To introduce and initiate cost reduction programmes and to regularly follow up to ensure their effectiveness.
11. To ensure correct equipment maintenance and operating procedures are instituted and supervised.
	1. To ensure all reporting is completed on time, including job details entry, cost to completes, invoicing, and monthly reporting.
12. To ensure adequate procedures are employed to properly account for stores, purchases, issues, and records and stock on hand.
13. To ensure adequate stocks within authorised investment limits are held to meet production programme requirements.
14. To institute supervised procedures to ensure stock purchases are both within authorised cost limits and investment allowances.

### Team Performance and Leadership

1. To provide enthusiastic, energetic and disciplined leadership to promote the staff’s initiative, enterprise, participation and loyalty.
2. To create a team environment that fosters and develops effective working relationships and high performance.
3. To regularly review staff performance and development requirements and to keep proper and full records of these reviews.
4. To embrace training and professional development opportunities for continuous improvement.
5. To plan, provide or arrange, and monitor staff training activities.

**MEASURE OF PERFORMANCE:**

The performance of the Alarm Service Manager will be measured mainly on the following factors:

* The level of profit achieved against the profit planned.
* The level of financial control in relation to authorised limits.
* The quality of training and staff development.
* The standard of housekeeping and equipment maintenance achieved throughout the vehicles and offices of the branch.
* The standard of safe work practices achieved measured by comparison of lost time hours against past results.
* The overall achievement of sales volume, production output, invoicing and developed projects, in relation to budgeted plans.
* The degree of expense control and cost reduction achieved.
* The absence of customer complaints, particularly in relation to quality and deliveries.

## In addition, the following less tangible factors will be taken into account:

* Leadership and commitment to "The Argus Way",
* Loyalty to Argus.
* Enthusiasm and drive.
* Staff morale and the degree of co-operation and co-ordination within the branch and with associated branches.