**Job Description**

**FIRE EQUIPMENT TECHNICIAN**

**ARGUS FIRE SYSTEMS SERVICE LIMITED**

**THE ARGUS GROUP**

1. **BASIC RESPONSIBILITY:**

Primary responsibility of the role is to sell and service Fire Equipment and related products to existing and prospective customers. To maintain and develop existing customer relationships and to ensure all work carried out meets agreed quality standards.

1. **RELATIONSHIPS:**

Reports to: Regional Manager & Compliance Co-Ordinator

Other Relationships: Argus Management

Site Project Management Clients

All other on-site personnel Public personnel

1. **AREA OF ACTIVITY:**

Bay of Plenty Region

1. **SPECIFIC OBJECTIVES:**

* Test and service all Fire Equipment to NZS 4503:1993 and related standards including surveying sites ensuring at all times that all equipment is maintained to the highest standard before being certified
* Ensure all customer enquiries and orders are dealt with and completed in a timely manner.
* Ensure all work is authorised by the client.
* Maintain accurate documentation for both management and clients such as quotes, cancelled job sheets, defect reports, weekly quote register, weekly summary sheet of sales/ service work, daily run sheets etc on a daily/ weekly basis.
* Ensure sales/ quotes are within accepted pricing guidelines.
* Identify in writing (by defect report or similar) to the client and Argus any situation where service is unable to be completed to acceptable standards.
* Return any recharges and pressure tests to the client’s premises in a timely manner (Within 5 days of completion by workshop staff.)
* To attend meetings as required by our Service Operations Manager.
* Actively pursue further sales of company products and expertise.
* To constantly monitor, report on market changes and competitive forces/ trends.
* Liaise with in-house technical support if necessary regarding product enquiries.
* To observe and maintain all company policies and procedures.
* You are expected to respond flexibly and quickly to any changes required by the Company, its clients and the requirements of the industry. You may be required to undertake any duties within the Company’s fire equipment operation as required, subject to the extent of your skills and training.
* To carry out diesel pump testing/fuel top-ups and service, plus other duties within the area as required.

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| **Key Result Areas (KRAs)** | **Key Performance Indicators (KPIs)** |
| Customer Focus | * Customer Retention * Customer Referrals occur * Customer requirements are met within the business guidelines * Maintain good relationships with both internal and external customers |
| Revenue | * Continually striving to maintain and increase revenue levels for the fire equipment division and Argus business as a whole * To ensure sales targets are consistently met in accordance with the budget set |
| Communication | * Ability to communicate effectively the need for Fire Equipment related product and services to the customer |

1. **SKILLS REQUIRED:**
   * Ability to work unsupervised.
   * Problem solving- ability to identify and rectify problems.
   * Proven sales experience with a mechanical background.
   * Communication- to communicate in a professional manner towards clients and senior management of the Group at all times.
   * Performance management- maintain Group ISO procedures.
   * Available to train and up skill if required outside of work hours.
   * Able to be contacted at all times.
   * Technical/ Professional knowledge- deals with concepts and complexity comfortably.
   * Planning- Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work in the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
   * Negotiation – Can negotiate skillfully in tough situation with both internal and external groups; can win concessions without damaging relationships; can be direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations.
   * Perseverance- Pursues everything with energy and drive and a need to finish.
   * Time management- Uses his/her time effectively and efficiently; values time; concentrates his/ her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities
   * Customer focus- Is dedicated to meeting the expectations and requirements of internal and external customers, establishes and maintains effective relationships with customers and gains their trust and respect.
2. **OTHER IMPORTANT ATTRIBUTES:**

Positive attitude to work and to the Company

* + Capable, competent and with a good, polite; positive manner at all times.
  + Reliable, respectful and responsible to all parties concerned.
  + Presentation- as a representative of the Group must comply with standard dress code.
  + Must be contactable at all times.

1. **MEASURE OF PERFORMANCE:**

* The ability to work within the hours specified for each job.
* Loyalty and enthusiasm towards Group objectives.
* Adhere to all company policies and procedures.
* Attention to both the Group’s and to Clients’ Health and Safety Policy.
* Performance on Company procedures.
* Personal development and educational advancement.
* Continued effort.
* The ability to perform duties in an accurate and timely manner.
* The lack of complaints from both internal and external customers.