

## Position Description

---

**Job Title:** Maintenance Support Assistant

**Reports to:** Activity Operations Technical Manager

**Location:** Queenstown Sites

**Days/Hours of Work:** 5 days/week; flexibility, where required to cover 364 day operational context on an on-call basis

### Purpose of Role:

To assist in the management of inspections & maintenance of all operational sites, ensuring facilities & all mechanical equipment is inspected as per requirements, maintained to a high standard & in a safe working condition, at all times. Particular focus is to be given to the mechanical plant, equipment & grounds maintenance on all Queenstown Bungy Limited activities, so as to maximise efficiency of operations & safety for Crew & Customers & ensure as aspects of sites are well presented.

### Reporting Relationships:

Cross reporting will be a daily requirement for all AJHB Crew

#### Functional Relationships:

- GM
- H&S Manager
- H&S Officer
- Maintenance & Engineering Support
- Maintenance crew

#### Working Relationships:

- Site Managers / Controllers / Supervisors
- P&V Systems Manager / Supervisors
- Site / Crew / Equipment Supervisors
- Contractors & Suppliers
- Project Manager
- Accounts Crew

### Key Accountabilities:

#### Health & Safety

*Responsibilities include:*

- Have full understanding of & adhere to, all H&S policies, ERP's, SOP's, procedures & regulations, ensuring H&S takes priority in all areas of responsibility & throughout all work completed by the Maintenance department
- Ensure AJHB H&S policies are adhered to, including the timely reporting & follow up on all hazards, incidents, injuries or near misses
- Demonstrate comprehensive understanding of all tasks, manuals, systems & procedures
- Ensure safety of all Crew, Contractors, Visitors & Equipment; proactively mitigating & taking responsibility for any potential H&S issues & assisting with putting necessary controls in place
- Participate in the development of a safe & healthy workplace
- Complete any remedial actions, as required by the H&S Manager, to meet specific H&S compliance requirements
- Maintain all areas of the sites & grounds in a clean, safe & presentable manner
- Demonstrate responsible & correct use of PPE
- Assist in ensuring required PPE & training is in place for all works undertaken, including contractors & other maintenance staff

- Assist in ensuring all maintenance works are compliant with the requirements of current NZ H&S legislation & relevant amendments
- Maintain all areas of the site in a clean, safe & presentable manner
- Attend & contribute to regular department meetings that include a review of all current incidents, hazards & new H&S business, as required

*Key Performance Indicators:*

- *All tasks performed are done in a manner so as not to expose self, crew, contractors & customers to any risk*
- *Contractors are fully aware of H&S considerations*
- *All PPE is worn correctly, when performing role, maintained & cared for as directed & repair/replacement is reduced*
- *Demonstrates responsibility for the overall safety of Crew, Contractors, Visitors, Equipment at all times & registers hazards, as they arise*
- *Standard are consistently & accurately met, in line with SOPs*
- *H&S policies are consistently & accurately met, in line with SOP's; issues are reported & dealt with in a timely manner & appropriate Crew are kept aware of any compliance irregularities*
- *Any accidents, incidents, near misses or injuries are reported accurately, in a timely manner & are reduced, consequently*
- *Sites & grounds are maintained as best possible, resulting in reduced maintenance & repair work being required*
- *All PPE is worn correctly, maintained & cared for, as directed & repair/replacement reduced*
- *Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*
- *Any incidents that involve, or have potential to, harm are proactively investigated with action points implemented, as soon as practicable*
- *Familiar with the requirements of current H&S legislation, AJHB H&S Policy statement & H&S Manual*

**Contractor Management**

*Responsibilities include:*

- Source and vet suitable contractors, ensuring they meet company and Government H&S requirements, as per the H&S & at Work Act 2015 outlines
- Induction of contractors, as per company H&S requirements
- On site management of appointed contractors, as required
- Management and monitoring of contractor performance

*Performance Indicators include:*

- *Appropriate contractors employed to perform tasks*
- *Contractors are compliant and conduct their work within with company and regulatory H&S requirements*
- *Contracted works are completed to a high standard, incident free and within the approved budget*
- *Internal processes are fully completed, including feedback on Contractor performance*

**Customer Experience**

*Responsibilities include:*

- Ensure you fully understand customer service expectations & deliver the best possible experience, that is both professional & appropriate, at all times

*Key Performance Indicators:*

- *All customers receive a consistent, high level of customer service & an outstanding, memorable experience.*

**Site Asset & Facility Performance**

*Responsibilities include:*

- Assist with planned periodic inspections & maintenance, ensuring they are completed before due dates

- Assist with upkeep of all non-periodic replacement equipment i.e. inspection, maintenance, overload testing & replacement, inducing testing & reassembling systems & precision instruments
- Assist the AOTM & M&ES in managing & creating a work schedule & respond to maintenance issues, as required
- Assist with monitoring the condition & appearance of all plant, equipment & grounds on QT sites; report on all maintenance requirements & action, where necessary
- Undertake daily plant, equipment & grounds maintenance, as instructed, including testing manufactured articles & checking fabricated & assembled metal parts for fit
- Fabricating metal parts
- Communicate with SMs to ensure any planned works will not conflict with daily operations
- Work with AOTM & QT GM to ensure repairs & maintenance spend is managed within forecasted budget
- Assist Project Manager with capital works, when required & within given budgets
- Ensure all works are undertaken as per company & manufacturer policies & procedures
- Assist in the management of parts & tool inventories, also assisting with making & repairing tools & equipment
- Assist with a range of Maintenance tasks including, but not limited to: dismantling, repairing & replacing defective parts; fitting parts into machines using hand tools; assembling parts & subassemblies of precision implements; using machine tools to press, cut, grind, plane, bore & drill metal
- Undertake plant, equipment & general site & grounds maintenance, as required

*Key Performance Indicators:*

- *Accurate records are maintained of site, equipment & plant inspections, compliant to operating licenses & regulatory requirements*
- *Timely responses to all maintenance repairs & hazard controls are ensured*
- *Sites are well-presented & maintained in a safe operating condition, through timely maintenance & regular site inspections, within current budget*
- *Disruption to business & customers is kept to a minimum, company tools & equipment are looked after & inventoried*

**Contractor Management**

*Responsibilities include:*

- Assist with sourcing & vetting suitable contractors, ensuring they meet company & Government H&S requirements, as per the H&S & at Work Act 2015 outlines
- Induction of contractors, as per company H&S requirements
- On site management of appointed contractors, as required
- Management & monitoring of contractor performance

*Key Performance Indicators:*

- *Appropriate contractors employed to perform tasks*
- *Contractors are compliant & conduct their work within with company & regulatory H&S requirements*
- *Contracted works are completed to a high standard, incident free & within the approved budget*
- *Internal processes are fully completed, including feedback on Contractor performance*

**Administration, General & On-call duties**

*Responsibilities include:*

- Record/log all site inspections & maintenance, as required
- Maintain an asset management register, including tools purchased
- Document/log all completed jobs on Amusement Device Licence works registers, as required
- Attend meetings & training courses, as required, whether in or outside of normal working hours
- Be prepared to respond after hours & on any day of the week for emergency repairs
- Work with OATM to ensure all maintenance costs are managed within forecasted budgets
- Work flexible hours to enable repair/project works to be completed outside of operational hours, when required
- Any other duties, as required

*Key Performance Indicators:*

- *Records of all works/inspections are kept up to date & files maintained in orderly, timely manner*
- *Plant & equipment is maintained & fit for operational requirements, at all times*
- *Sites are maintained to a high standard within the current R&M budget*
- *Emergency cover is provided for jump operations, site & transport departments ensuring continuous operational cover at all times*

**Professional Attributes:**

**Personal Attributes:**

- Strong communication skills
- Administrational ability & computer literate
- Ability to follow procedures
- Fit & Agile (able to work at heights & difficult to access areas)
- Ability to work effectively with external contractors & suppliers
- Ability to work autonomously & as part of a team
- Effective time management & planning
- Organised & orderly with good attention to detail
- Energetic, proactive & confident personality
- Willingness to learn new tasks
- Professional manner, mature & reliable
- Able to read technical drawings

**Qualifications:**

- Engineering or Mechanically based Trade Certification (Fitter / Welder / Turner, Mechanic / Fabricator / Engineer), or similar
- Current First Aid Certificate
- Current, clean New Zealand Driver's Licence

**Preferred Attributes:**

- At least 3 years relevant experience in either:
  - Mechanical
  - Engineering
  - Fabricating
  - Maintenance
- Health & Safety Level 1
- Working at Heights / Rope Access certification

*Flexibility will be required in all roles & AJHB expect all employees to get involved in tasks, when asked. We have done our best to outline the key components of this role but, as with any tourism related business, employees may be required to complete additional tasks on an ad-hoc basis, to ensure continued, smooth operation of business.*

**Employee Name:**

**Signed:**

**Date:**

**Manager Name:**

**Signed:**

**Date:**