

## Service Manager – North West Tasmania (Devonport)

Does your world revolve around your customers and your service team? Do you strive to be exemplary in all that you do? If the answer is yes to both questions then please read on to explore an exciting and challenging role in the power industry.

Megavar is looking for an experienced Service Manager for our technical services group in Devonport. The successful applicant will manage the day to day works delivery of our testing, engineering and construction groups. Ideally, candidates will be electrically qualified with frontline management experience. Experience in substation testing is highly desirable and will be given preference in the assessment process.

The role will be responsible for fostering an environment of teamwork, ethics, efficiency and customer focus amongst our personnel to achieve maximum employee engagement and the highest work performance. The Service Manager reports to the Operations Manager.

### Key Responsibilities:

- participate in the employee performance appraisal process
- Actively recognise and reward employees for achievements and alignment with our core values
- Manage work scheduling for the North West and West Coast region and liaise with other service managers to ensure the most efficient deployment of staff and resources company wide
- Briefing staff on the work scope to ensure efficient delivery of works
- Liaising with customers and their planning groups to ensure that outages are secured and suitable permits are available for works
- Providing technical support to field staff
- Assist in determining skills gaps and setting suitable training plans for employees
- Approving timesheets and managing jobs in the companies service management software
- Ensuring that the training and competency of all staff adheres to the requirements of our business management systems
- Ensuring employees are briefed on company policies and adhere to them
- Prioritising works to permit effective completion of projects and timely billing
- Reporting on financial performance to the Operations Manager
- Oversee and assist with the timely preparation and distribution of test reports to clients
- Maintaining our quality, environmental and safety standards and assist with internal auditing



### **Essential experience:**

- Frontline management of technical service teams
- 5+ years of direct experience in electrical installation, testing or engineering
- Highly developed computer literacy skills in Microsoft Office programs (Word, Excel, Powerpoint presentations, Outlook and Project)
- Excellent interpersonal skills: dealing with staff, suppliers and customers
- Strong understanding of employee engagement techniques and recognition and reward based motivation
- Excellent organisational, communication and report writing skills

### **To be successful in this role you will possess:**

- Business improvement ethic; wanting to assist the business with improving the way that things operate
- Proactive; a desire to help managers improve their output by proactively assisting them with tasks
- Positivity; demonstrate a general desire to solve problems, and look to the solution rather than focus on negative issues and problems
- Efficiency; Ethic of dealing efficiently with tasks and issues that have been assigned
- Ability to maintain confidentiality of information
- Highly developed interpersonal skills
- Display integrity and maturity with the ability to exercise initiative and judgement
- Understanding IT software procedures and processes
- Friendly and approachable with a professional manner. Initiative is a strong point with this team.
- Excellent time management and organisational skills with the ability to multitask and think outside the square.
- Motivational attributes are highly desirable, as we need to coax the best performance from our personnel
- Flexible with a can-do attitude
- Superb, clear and concise verbal and written communication
- Pride in your presentation
- Pride in your work both personally and professionally
- Superb attention to detail
- Adhere and maintain high standards and expectations
- Thrive on having ownership, accountability and responsibility for your role and Proactive with excellent customer service skills
- Most of all have a fun sense of humour
- You must have full work rights in Australia to be considered for this role

### **Salary**

An attractive package including vehicle will be offered to the successful candidate.

### **Applications**

To apply, please send a copy of your resume stating recent experience and qualifications to [recruitment@megavar.com.au](mailto:recruitment@megavar.com.au). Applications close Friday 23rd of December 2011.