

# Job Description

## Maintenance Planner

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| <b>Primary Role:</b>     | The primary role of the Maintenance Planner is to prepare long-term maintenance plans on behalf of Plan Heaven Limited (The Company).  |
| <b>Qualifications:</b>   | The Maintenance Planner is required to hold a current full New Zealand driver's license.   |
| <b>Reporting:</b>        | The Maintenance Planner will report to the Managing Director.  |
| <b>Major Objectives:</b> | The Major Objective of the Maintenance Planner is to write up long-term maintenance plans for The Company's clients meeting the minimum quality and customer service standards established by The Company. |

### Key Tasks, Responsibilities and Activities:

#### **The Maintenance Planner is required to personally,**

- Carry out all of the tasks required to complete a long-term maintenance plan in accordance with the standards laid down by The Company.
- Understand the liabilities associated with their role and take appropriate care in their work to limit liability for the planner and The Company.
- Ensure that the plans meet with the client's requirements providing they don't introduce any liability for the planner or The Company.
- Ensure plans are prepared within the timeframe agreed with the client.
- Build all plans exclusively in The Company's web application.
- Observe The Company's standards in regard to personal presentation.
- Observe The Company's health and safety standards during any site visit and inspection.
- Accurately maintain records as required by The Company.
- Within reasonable expectations, be readily available to undertake work and accept all and any jobs offered.

### Specific Expectations:

#### **The Maintenance Planner is expected to,**

- Personally provide all of The Company's customers with efficient and courteous service at all times.
- Personally provide all of The Company's suppliers and associates with efficient and courteous service at all times.

- Maintain a healthy working relationship with management and all other members of the team.
- Ensure that their personal appearance and all equipment in their charge including their vehicle are always presented in a professional manner.
- Reply to all emails, phone messages and texts in a timely manner.
- Always maintain the strictest confidentiality of information about The Company, its clients and its staff.
- Maintain an up to date understanding of the law and the ethical standards operated by The Company and always work within those standards.

**The Maintenance Planner is encouraged to,**

- Undertake continued professional development and maintain an up to date personal knowledge base.
- Gain and maintain a good understanding of sales and marketing and The Company's objectives in these areas.
- Carry out sales and marketing activities looking to secure jobs for themselves and The Company.
- Be an active and enthusiastic member of the team and work with the team towards achieving the goals set.
- Become involved with the day to day decision making and setting of targets and make suggestions as to how the business and team can improve its results.
- Prepare and follow up quotes for clients when requested using the template provided.