



SHAPING AN
AWESOME
HAMILTON

SERVICEPERSON

MAINTENANCE DELIVERY

WHY WE ARE HERE

To improve the well-being of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - adaptability, simplicity, inclusiveness, guardianship, and ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position sits within the **Infrastructure and Assets** group. The purpose of this group is to provide safe and trusted infrastructure services, ensuring that the needs of the community are an integral part of how the Council makes decisions. Maintenance Delivery provides to the community safe and trusted infrastructure services.

WHAT YOU WILL DO

Reporting to the Team Leader, you will support the Maintenance Delivery team by responding to enquiries from customers regarding water services around Hamilton City.

As a Serviceperson, you will carry out reactive and planned maintenance on the city's 3 waters reticulation networks, improving the wellbeing of Hamiltonians.

KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Responses to customer/resident queries are punctual, informative and professional.
- Deadlines to work orders are met or exceeded expectations.
- Escalations are diverted to the Team Leader and is promptly notified.
- Reactive and proactive maintenances schedules are promptly completed.
- Record keeping is accurate and completed within timeframes.
- Works vehicles are maintained to a high level with stock refilled when appropriate.
- Actively participate, comply and engage in all health and safety activities, policies, and practices including Civil Defence.

HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

YOUR MINDSET, SKILLS KNOWLEDGE AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

YOU BRING TO THE ROLE

- A proven track record of thinking differently, acting with integrity, working together and making it happen.
- Proven leadership skills with demonstrated ability to articulate the corporate vision and take people on a change journey
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard
- Experience with manual laboring and construction.
- Clean and current NZ Drivers License (Class 2 preferred, but not essential)
- Interpersonal and communication skills with the ability to work effectively with a diverse range of customers
- Ability to operate independently, anticipate requirements and monitor workload
- Ability to work flexibility, with Unit schedules and on-call rostering
- Practical knowledge of STMS (qualification is preferred)