



## Position Description

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<b>Title:</b>	Area Supervisor – Central Region
<b>Division:</b>	Technical Services
<b>Reports to:</b>	Sean Burke
<b>Location:</b>	Gore
<b>Approved by:</b>	Director – Yrless Limited
<b>Date:</b>	May 2022

### **Purpose of the position**

*To schedule and manage technical work in the central region, including providing the full range of technical services (installation and repair, tower maintenance and development, troubleshooting connectivity problems), and documenting progress in our CRM system/software.*

### **Principal responsibilities/key result areas**

- Manage workflow in the central region and ensure that resources are deployed efficiently and effectively.
- Be a collaborative, supportive and engaged team member who provides excellent customer service.
- Complete CPE installations, cabling, and maintenance.
- Provide effective and efficient onsite troubleshooting and repairs.
- Undertake tower equipment maintenance and development.
- Continuously learning and putting into practice what is learnt.

### **Specific Tasks**

#### *Supervision and scheduling*

- Undertake active management of workflow in the central region – repairs, installs, maintenance, site surveys and customer queries.
- Manage resourcing, including overseeing the daily and weekly tasks completed by team members working in the central region as required by the Operations Manager.
- Encourage, support and coach other technicians working in the central region to manage and complete their work tasks efficiently and effectively.

#### *Technical support*

- Undertake installations of Yrless equipment (client premises equipment – CPE) to provide internet connectivity.
- Perform site surveys to determine whether connections can be established.

- Diagnose technical issues and effective repairs.
- Generate complete reports and provide detailed records as required.
- Provide training to new employees or interns.
- Ensure that tools and equipment are safely operated, stored and maintained.
- Ensure customer queries are actioned and followed through as necessary.
- Order equipment as needed and maintain stock levels.

#### **Other duties**

- Keep up-to-date on changes as they occur, and working with the team to adjust the processes and systems accordingly.
- From time to time the incumbent may be asked to assist with other tasks, particularly during times of leave or illness.
- Maintain a strict sense of professional ethics, maintain confidentiality and privacy, and abide by the Code of Conduct.

*This position description is not intended to be an exhaustive list of tasks, but to act as guide as to the main duties and responsibilities of the position. Its content will be subject to regular review in conjunction with the job holder.*

#### **Key relationships and stakeholders**

<b>Internal</b>	<b>Nature of the relationship</b>
Operations Manager	To obtain guidance on work plans and priorities, and to report progress and identify issues where relevant.
Yrless Director, Technical and Administrative Staff	To collaborate on Yrless day-to-day work. To share information, seek and provide assistance, and discuss implementation and technical issues, in order to work effectively.

<b>External</b>	<b>Nature of the relationship</b>
Yrless Customers	To undertake installations and repairs, and respond to queries in a pleasant and helpful manner, ensuring that you provide excellent customer service.
Yrless suppliers	To inform, share information, liaise on specific matters, and represent the interests of Yrless Limited.
Māori organisations and tangata whenua	To actively engage with these groups to support building a collaborative relationship.

#### **PRE-EMPLOYMENT CHECKS**

<b>To fulfil the requirement of this position the following may need to be completed:</b>	Criminal conviction check Pre-employment drug testing
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The incumbent must hold a full, clean Drivers Licence.

## **Personal qualities, skills and experience**

<b>Personal qualities</b>	<p>A cheerful person, who:</p> <ul style="list-style-type: none"> <li>• has a high level of personal and professional integrity.</li> <li>• values making a positive contribution.</li> <li>• is a confident, adaptable self-starter with a willingness to learn</li> <li>• can use their initiative.</li> <li>• values being part of a team, and can provide guidance and supervision to others as needed.</li> <li>• can work with minimum supervision, manage workflows and prioritise tasks, but is also comfortable to ask for help when needed.</li> <li>• is flexible and adaptable and able to work under pressure and to deadlines.</li> <li>• is willing to work after hours and on weekends and holidays if required.</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• At least three years experience in a technical or skills-based role.</li> <li>• Has worked in, or is capable of stepping up to, a supervisory role.</li> <li>• Experience in a customer facing role, where you have worked with a range of different customers.</li> <li>• Knowledge of internet services provision, and a basic understanding of the differences between the technologies used.</li> <li>• Demonstrated aptitude for working in fast-paced technically complex and innovative environments.</li> </ul>
<b>Skills</b>	<p><b><i>Specific skills</i></b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills.</li> <li>• Ability to communicate clearly with all types of people.</li> <li>• Ability to maintain and manage workflows, and supervise others.</li> <li>• Proficiency with hand and power tools.</li> <li>• Physically fit and able to work at heights.</li> <li>• Ability to think through issues and offer solutions.</li> <li>• Ability to take ownership of delegated responsibilities.</li> <li>• Willing to learn existing systems and new processes.</li> <li>• Can consistently follow through and see processes and queries through to completion.</li> <li>• Flexible and willing to assist with other duties during busy periods.</li> <li>• Aptitude to learn legislation and regulatory requirements, and ability to keep abreast of changes.</li> </ul> <p><b><i>Desirable skills</i></b></p> <ul style="list-style-type: none"> <li>• Local knowledge of the Otago region.</li> <li>• Has worked with rural customers and built understanding of their operating environment.</li> <li>• Good understanding of Health and Safety in the workplace.</li> <li>• Familiarity with Government requirements relating to Internet Services, Fibre Installation and related technology.</li> <li>• Experience in developing and/or implementing new or improved processes.</li> </ul>
<b>Qualifications</b>	<p>Not required, however the following would be looked upon favourably:</p> <ul style="list-style-type: none"> <li>• Bachelor's degree in electronics or a related field preferred; or</li> <li>• Information Technology or Telecommunications certification.</li> </ul>

## Competencies

CORE COMPETENCIES	
Competency	Skilled
<b>3 Approachability</b>	Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
<b>4 Boss Relationships</b>	Responds and relates well to bosses; would work harder for a good boss; is open to learning from bosses who are good coaches and who provide latitude; likes to learn from those who have been there before; easy to challenge and develop; is comfortably coachable.
<b>43 Perserverance</b>	Pursues everything with energy, drive and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.
<b>61 Technical Learning</b>	Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge - like internet technology; does well in technical courses and seminars.
<b>62 Time Management</b>	Uses his/her time effectively and efficiently; values times; 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.

INDIVIDUAL CONTRIBUTOR COMPETENCIES	
Competency	Skilled
<b>29 Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>33 Listening</b>	Practices attentive and active listening; has patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
<b>55 Self-Knowledge</b>	Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balances (+s and -s) performance reviews and career discussions.
<b>60 Building Effective Teams</b>	Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.