



## ROLE CLARITY

[Name]

**Heavy Diesel Resident Field Service Technician CAT**

[Location]

## WHO YOU REPORT TO

- Service Supervisor, Gough CAT

## WHAT YOU ARE RESPONSIBLE FOR

- Competent mechanical repair and maintenance of a wide range of heavy equipment to meet standard and customer expectation.
- Contact and liaise directly with the customer to complete all required work on customer sites.
- Remotely managing workloads to ensure the delivery of an excellent customer experience.
- Completion of all service related documentation to standard.

## WHAT CAPABILITIES YOU NEED



Drives Results

Demonstrates a strong focus on high performance standards and personal achievement. Sets self-stretch goals and works persistently to achieve them. Displays high work focus, high levels of energy, and goes above and beyond to exceed expectations.



Adaptability

Highly open and adaptable to change. Responds to change in an enthusiastic manner and adjusts quickly, with little disruption to workload in the process.



Customer Focus

Is motivated by exceeding customer expectations and fulfilling obligations to others. Interacts with customers in a friendly, considerate manner, responding to social cues appropriately. Treats all customers equally.



Teamwork

Supports and collaborates with team members to achieve targets. Appreciates the benefits of diversity and works well with a variety of people.



Accuracy & Completion

Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.



Passion to Learn

Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

**WHAT SKILLS AND EXPERIENCE YOU NEED**

- A minimum of Trade Certificate/National Certificate in Automotive Heavy Engineering Level 4 or equivalent.
- 5+ year's industry experience servicing and/or repairing heavy machinery.
- Strong product and system knowledge.
- Strong diagnostic skills.
- Knowledge of electronic diagnostic equipment.
- Strong time management skills
- Ability to communicate effectively across a range of people
- Current full drivers licence.

**KEY ACCOUNTABILITIES AND RESULT AREAS****Health and Safety**

Gough Group has an expectation that safety is the upper-most priority for our leaders/team members. As this standard is central to the Gough Group's business values, compromise in terms of safety of our employees is not acceptable.	Percentage 25%
Mind set: No compromise – Safety First.	
Structure: Use the H&S systems that operate each and every time. No exceptions.	
Skill set: Take personal responsibility and time prior to commencing tasks to ensure safety, look out for your team mates and keep them safe.	

**Team Membership**

Be a great team member, always act in a way which is in line with our Code of Conduct.	Percentage 25%
<ul style="list-style-type: none"> <li>• Follow instructions.</li> <li>• Comply with Company policy and procedures.</li> <li>• Respect others.</li> <li>• Work constructively with team members across the group.</li> <li>• Help out with different tasks as required.</li> <li>• Contribute ideas and share your knowledge.</li> </ul>	

**Customer Experience**

Deliver excellent customer experience.	Percentage 25%
<ul style="list-style-type: none"> <li>• Present yourself in a professional way i.e. communicate in a professional way, ensure your personal presentation is tidy and respectable, keep your tooling, vehicles and work areas tidy and orderly.</li> <li>• Jobs are completed to meet/exceed customer expectations.</li> <li>• Keep the customer informed on progress of the job.</li> <li>• Provide effective and timely solutions to customer issues and/or concerns.</li> <li>• Take every opportunity to upsell and offer solutions.</li> </ul>	

**Service Information**

Provide accurate and timely service information to ensure the customer is invoiced correctly and on time. <ul style="list-style-type: none"><li>• Quality information is provided in timecard and SIMs entries every time.</li><li>• Service documentation is completed to standard every time (timeframes and quality).</li></ul>	Percentage 25%
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**GOUGH GROUP VALUES**

## We Always Work Safe

- Safety is paramount in everything we do.
- No compromises, no exceptions.
- We look out for each other.
- We recognise our people and their value.

## We Are Courageous and Creative

- Have the courage to make change.
- Be innovative.
- Embrace a pioneering spirit – our legacy that has gone before us.
- Enable the team.

## We Are Family

- One Team – One Company.
- Proud to be NZ owned and operated.
- Be part of the team
- Enjoy the experience
- Work together and respect each other.

## We Get Things Done

- Be proactive.
- Don't wait.
- Make a decision.

## We Go Above And Beyond

- Set high standards.
- Be ambitious.
- Exceed expectations.
- Strive for achievement.
- Create an environment of achievement.
- We will acknowledge and reward success.

Manager Name:

Manager Signature: