

**Title:** Overhead Delivery Representative

**Reporting to:** Maintenance Programme Manager

**Direct Reports:** N/A

## PURPOSE OF POSITION

The Overhead Delivery Representative reports to the Maintenance Programme Manager and is a member of the Service Delivery team of MainPower New Zealand Limited (the Company).

The Overhead Delivery Representative takes a leading role in pole surveying, maintaining proactive communication with the customer throughout the process and liaison with planning and delivery functions to ensure that all parties have fulfilled their obligations. The Overhead Delivery Representative role is cross functional, and it is expected to provide support and undertake tasks and duties across the service delivery team.

The Overhead Delivery Representative ensures that customer expectations are incorporated into our planning and project delivery; by following best practice and the service delivery office policies and procedures; while ensuring health and safety standards are maintained.

## POSITION VALUES

The role of Overhead Delivery Representative is critical for ensuring that MainPower service is delivered safely and efficiently, and in a manner that provides a positive customer experience. The Overhead Delivery Representative provides the consistent link between the customer and the business and the Overhead Delivery Representative will maintain a high level of professionalism, integrity, displays a positive attitude and team focus, and is enquiring and articulate while ensuring the values of the Company are upheld at all times.

## KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- Customers (internal and external)
- Service Delivery Team
- Control Room
- Planning Team
- Network Operations Team
- Field Services Supervisors
- Design and Engineering staff
- External contractors and suppliers

ACCOUNTABILITIES	RESPONSIBILITIES AND PERFORMANCE MEASURE
<p><b>Surveying &amp; design</b> Apply processes, methods, knowledge and skills to satisfy customer needs</p>	<ul style="list-style-type: none"> <li>• Ensure the provision of high-quality end-to-end surveying and designing for allocated projects. <ul style="list-style-type: none"> <li>– Specifications, design criteria, preferred equipment list and contractors</li> <li>– Identify activities including critical activities</li> <li>– Risk Management</li> <li>– Coordinate with Contractors and Customers</li> <li>– Assist with the development of project status reports</li> <li>– Value Engineering</li> <li>– Health and Safety Incident Management and Reporting</li> <li>– Complete a price estimate for each design</li> <li>– Note Defects</li> <li>– Assist with monthly forecasting and billing</li> </ul> </li> <li>• Coordinate an engineering review for designs requiring this to be completed.</li> <li>• Co-ordinate archeological reviews of sites for designs requiring this to be completed.</li> <li>• Ensure that all customer details are entered in the Customer Management Portal as part of the initiation process, and that all communications with our customers are logged in the Customer Management Portal (aka MACK).</li> <li>• Ensure that all relevant residual site hazards are noted against the customer/ICP/Land Parcel in the Customer Management Portal so that future interactions can be performed safely.</li> <li>• Prepare requests for network access and liaise with the Network Operations Control Centre (NOCC) to ensure network access requirements are set for project work activities.</li> <li>• Issue work pack, complete with access times, relevant health and safety documents to staff and Contractors for the delivery of project work activities.</li> <li>• Monitor project progress to ensure that customer and design needs are being met, maintain communication with all parties and provide progress reports to the relevant manager and project sponsor.</li> <li>• Provide Bill of Materials into TechOne for all work per pole.</li> </ul>

	<ul style="list-style-type: none"> <li>• Conduct and report on post implementation review of projects and identify any areas for improvement.</li> <li>• Ensure all assets delivered are handed over to the relevant Asset Manager and are entered into the Computerised Maintenance Management System (CMMS) before assets are energised, put into service or practical completion is issued.</li> <li>• Before Practical Completion (PC) is issued coordinate all defects with the relevant asset/maintenance manager; agree, hand over the defects, issue PC and assist with financially closing the project.</li> </ul>
<p><b>Customer Service</b> Focus on the customer experience and build a commitment to customer excellence</p>	<ul style="list-style-type: none"> <li>• Be the primary point of customer contact for assigned projects. Professionally handle communication and ensure end-to-end customer value.</li> <li>• Provide regular, quality customer communications by engaging with the customer to establish outcome and communication expectations and deliver services that meet this agreed standard.</li> <li>• Coordinate with the relevant departments and staff to ensure contact is maintained with the customer and they are kept up to date with status of work, including changes and variations to plan.</li> </ul>
<p><b>Documentation</b> Supports Company practices by ensuring all administration processes and procedures are best practice and report to the Maintenance Programme Manager/Asset Programme Manager on all areas of responsibility as required</p>	<ul style="list-style-type: none"> <li>• Maintain a full understanding of all the Company's policies, procedures and practices.</li> <li>• Engage contractors and suppliers using approved documents and procedures.</li> <li>• Track and monitor project and provide monthly reporting suitable for overview of programme.</li> <li>• Identify any opportunities or areas to drive improvements that can impact both the Company and customer experience.</li> <li>• Maintain accurate project records through updating relevant databases, variations recorded, electronic scanning of record documents and hard copy filing.</li> </ul>
<p><b>Process Support</b> Provide support to department and Company processes</p>	<ul style="list-style-type: none"> <li>• Actively work to support the goals and objectives of the organisation by performing responsibilities in line with documented processes.</li> <li>• Contribute to the continuous improvement of processes by providing improvement ideas and feedback on processes which the Asset Programme Manager performs.</li> </ul>

<p><b>Health and Safety Support</b> Provide support to the Service Delivery department to contribute towards a culture of health and safety</p>	<ul style="list-style-type: none"> <li>• Positively contribute to the Company’s health and safety culture through active support and adherence to internal policies and procedures.</li> <li>• Act as a role model for health and safety practices and policies.</li> </ul>
<p><b>Team Participation</b> Contribute to, and work with the Service Delivery team and wider Company, to deliver a constructive workplace culture</p>	<ul style="list-style-type: none"> <li>• Ensure the Maintenance Programme Manager/Asset Programme Manager is made aware of issues and kept informed of developments relating to surveying and designing.</li> <li>• Provide quality service and support to the relevant teams in the business.</li> <li>• Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required.</li> <li>• Engage with and develop positive and effective relationships with customers, staff members, suppliers and contractors.</li> <li>• Share technical knowledge and expertise; provide training for other staff as required, and customer knowledge to enhance customer service.</li> <li>• Provide support to MainPower during emergency response and adverse weather events. This support may include work that draws on current or past experience within the industry or secondment to other areas of the business as required in order to provide support to the customer and community.</li> <li>• Undertake any further responsibilities as reasonably requested by the Asset Programme Manager.</li> </ul>
<p><b>Professional Development</b> Undertake all professional development required to fulfil the Overhead Delivery Representative competencies and accountabilities</p>	<ul style="list-style-type: none"> <li>• Actively participate in all performance reviews with the Maintenance Programme Manager/Asset Programme Manager.</li> <li>• In conjunction with the Maintenance Programme Manager/Asset Programme Manager prepare and keep current a professional development plan.</li> <li>• Participate in monthly 1 on 1 meetings with the Asset Programme Manager addressing: <ul style="list-style-type: none"> <li>– HSE (Incidents, Safe Work Method Statements (SWMS), Plant Equipment and Activity Risk Assessments)</li> <li>– Risk Management</li> </ul> </li> </ul>

## **COMPETENCIES – ATTRIBUTES AND BEHAVIOURS**

In order to be effective in the position, the Overhead Delivery Representative shall have and be able to consistently demonstrate the attributes and behaviours described below.

- Actively demonstrate professionalism throughout the Company and the industry and be a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Be proactive, energetic, enthusiastic and positive in all dealings with colleagues and customers.
- Have tenacity in pursuing goals, show focus in the face of opposition and ensure personal goals are aligned with the company objectives.
- Demonstrate a strong understanding and commitment to the values of the Company.
- Actively work to support the goals and objectives of others in the wider business.
- Make and implement timely decisions that have broad impact across the Company.
- Display clear logic when making business decisions; analyse key drivers and opportunities to benefit the Company.
- Regularly update knowledge and skill through effective training and education.

## **COMPETENCIES – SKILLS AND EXPERIENCE**

In order to be effective in the position, the Overhead Delivery Representative shall have and be able to demonstrate the following skills and experience.

- 3 to 5 years surveying and designing experience (desirable).
- Experience in pricing, tendering, planning and scheduling works (desirable).
- A line mechanic or related qualification.
- Experience working in a collaborative environment.
- Knowledge of business systems supporting project and schedule management.
- Knowledge of Microsoft Office suite of products, including Excel, Word and Outlook; and the ability to quickly adapt to new technologies and systems.
- You have a strong understanding and knowledge of the industry with experience in the energy sector.
- You have a professional and results orientated approach with good business and customer focus.
- You are motivated and driven – you volunteer for new challenges without being asked.
- An understanding of contract management.
- An ability to take initiative combined with sound judgement.
- You communicate clearly – you're comfortable communicating in writing and on the phone.
- Advocating and empathising – you have the ability to handle complaints and frustrated customers.
- Calm under pressure – you think on your feet.
- You are a good planner with the ability to prioritise workload.
- Maintains a high degree of accuracy in recording, checking documents and providing information.
- Ability to work constructively in a team.
- Current driver's licence.

This document is not intended to be exhaustive in terms of detailing the role and responsibilities of the Overhead Delivery Representative position but to at least to provide a 'flavour' of the requirements of the role – you may be asked to complete other duties for the betterment of the business from time to time.