

Title: Network Field Operator

Reporting to: Technical Services Supervisor / Network Field Operator Foreman

Direct Reports: N/A

PURPOSE OF POSITION

The Network Field Operator reports to the Technical Services Supervisor / Network Field Operator Foreman and is a member of the Field Operations team of MainPower New Zealand Limited (the Company).

The Network Field Operator takes responsibility for first response; locating faults, as well as identifying and analysing the cause of faults on the Network and recommending work to fix them. They act as an extension of the Control Room to operate the network, including completing switching activities.

The Network Field Operator performs selected inspection, maintenance, and replacement activities. They scope customer-initiated work.

The Network Field Operator ensures that customer relationships are maintained. They follow best practice and Company policies and procedures; all while ensuring health and safety standards are maintained.

POSITION VALUES

The role of Network Field Operator will assist with building a commitment to customer excellence within the Company. It is expected that the Network Field Operator maintains a high level of professionalism and integrity, displays a positive attitude and team focus, and is enquiring and articulate while ensuring the values of the Company are always upheld.

KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- Control Room
- Network Services Representatives
- Customers
- Engineers
- External Contractors
- Field Services

ACCOUNTABILITIES	RESPONSIBILITIES AND PERFORMANCE MEASURE
<p>Network and Customer Service Focus on responding to and assessing service requests, and building a commitment to customer excellence</p>	<ul style="list-style-type: none"> • Attend to and complete all assigned service requests in a timely manner and to the required standard. • Response to and repair of customer faults on low voltage service cables and associated equipment. • Response to and repair of Network faults, keeping Control Room informed of status and progress. • Performing network connection, disconnection, switching, isolation and livening. • Carry out Energy Retailer service requests when required. • Scope customer initiated works and maintenance works. • Locate buried power cables. • Carry out routine maintenance activities including repairs, replacements, and inspections. • Identifying and reporting any network defects or any equipment that is not safe or functional. • Supervision of contractors working in the vicinity of the network. • Be available to undertake regular rostered after-hours operations standby duties and to attend to after-hours fault callouts. • Completing all paper work and records within required timeframes. • Listen and respond to customers' needs and concerns including feedback and registering complaints if required.
<p>Documentation Supports Company practices by ensuring all administration processes and procedures are best practice and report to the Technical Services Supervisor / Network Field Operator Foreman on all areas of responsibility as required</p>	<ul style="list-style-type: none"> • Maintain a full understanding of all the Company's policies, procedures and practices. • Keeping accurate records of updates and discussions for handover to the relevant department or person. • Continuously evaluate and identify any opportunities or areas to drive improvement that can impact both the Company and the customer experience. • Maintain accurate Company records through updating customer and operational databases, electronic scanning of record documents and hard copy filing.
<p>Health and Safety Support Provide support to the Network department to contribute towards a culture of health and safety</p>	<ul style="list-style-type: none"> • Be familiar with all relevant safety rules, procedures, and standards associated with work undertaken.

	<ul style="list-style-type: none"> • Directly responsible for your own health and safety to ensure that you go home safe and in good health at the end of each day. • Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures. • Models behaviours that promote HSEQ practices, policies and values of the Company.
Team Participation Contribute to, and work with the Field Operations team and wider Company, to deliver a constructive workplace culture	<ul style="list-style-type: none"> • Ensure the Technical Services Supervisor / Network Field Operator Foreman is made aware of issues and kept informed of developments relating to faults and customer services. • Provide quality service and administration support to teams within the business when required. • Provide support to MainPower during emergency response and adverse weather events. • Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required. • Support the team to achieve goals and objectives and acknowledge team achievements. • Undertake any further responsibilities as reasonably requested by the Technical Services Supervisor / Network Field Operator Foreman.
Professional Development Undertake all professional development required to fulfil Network Field Operator competencies and accountabilities	<ul style="list-style-type: none"> • Actively participate in all performance reviews with the Technical Services Supervisor / Network Field Operator Foreman if applicable. • In conjunction with the Technical Services Supervisor / Network Field Operator Foreman, prepare and keep current a professional development plan.

COMPETENCIES – ATTRIBUTES AND BEHAVIOURS

In order to be effective in the position, the Network Field Operator shall have and be able to, consistently demonstrate the attributes and behaviours described below.

- Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures.
- Focus on compliance with industry regulations and electrical safety requirements.
- Actively demonstrate professionalism throughout the Company and the community.
- Be a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Is proactive, energetic, enthusiastic and positive in all dealings with colleagues and customers.
- Tenacious in pursuing goals.
- Demonstrate a strong understanding and commitment to the values of the Company.
- Actively works to support the goals and objectives of others in the wider business.

- Actively plan objectives and set direction in areas of your responsibility.
- Regularly update knowledge and skill through effective training and education.

COMPETENCIES – SKILLS AND EXPERIENCE

To be effective in the position, the Network Field Operator shall have and be able to demonstrate, the following skills and experience.

- NZ electrical workers registration and current practising licence.
- An Electrician or Inspector qualification is desirable.
- Previous experience dealing with faults is desirable.
- Preferably you have a strong understanding and knowledge of the industry with experience in the energy sector.
- Current Class 1 vehicle licence, a Class 2 heavy vehicle licence is desirable.
- Ability to work independently and without supervision.
- You communicate clearly and interact positively with customers.
- Advocating and empathising – you can handle complaints and frustrated customers.
- Motivated and driven – you volunteer for new challenges without being asked.
- Calm under pressure – you think on your feet.
- A good planner with the ability to prioritise work load.
- Competent user of electronic devices, and the ability to quickly adapt to new technologies and systems.
- A professional and results orientated approach with good business and customer focus.
- An ability to take initiative combined with sound judgement.

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