

**Title:** Network Field Operator (NFO) - Kaikoura

**Reporting to:** Kaikoura Foreman

**Direct Reports:** N/A

## PURPOSE OF POSITION

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

The Network Field Operator takes responsibility for First Response; identifying and analysing the cause of faults on the Network and recommending work to fix them.

The Network Field Operator ensures that customer expectations are incorporated into our planning and operations, by following 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 upheld at all times.

## KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- Customers
- NOCC
- Network Services Representatives
- Engineers
- Field Services key staff
- External Contractors

ACCOUNTABILITIES	RESPONSIBILITIES AND PERFORMANCE MEASURE
<p><b>Network and Customer Service</b> Focus on responding and assessing service requests and building a commitment to customer excellence</p>	<ul style="list-style-type: none"> <li>• Attend to and complete all assigned service requests in a timely manner and to the required standard.</li> <li>• Respond and repair or reinstate where able of customer faults on low voltage service cables and associated equipment.</li> <li>• Respond and repair or reinstate where able of Network faults and keep NOCC informed of status and progress.</li> <li>• Performing network connection, disconnection, switching, isolation and livening.</li> <li>• Installation of builder’s temporary supplies.</li> <li>• Carry out Energy Retailer service requests work as required.</li> <li>• Respond and repair or reinstate where able of customer faults on low voltage service cables and associated equipment.</li> <li>• Locate buried power cables.</li> <li>• Carry out routine maintenance checks.</li> <li>• Identifying and reporting any unscheduled work to enable recording of any equipment that is not safe or functional.</li> <li>• Supervision of contractors working in the vicinity of power lines and cables.</li> <li>• Provide backup duties for the Network Operations Control Centre.</li> <li>• Be available to undertake regular rostered after-hours operations standby duties and to attend to after-hours fault callouts.</li> <li>• Completing all paperwork and records within required timeframes.</li> <li>• Listen and respond to customers’ needs and concerns including feedback and complaints and process through the appropriate company channels.</li> <li>• Liaise closely with the Operations or Field Services manager to achieve desired business outcomes for the team.</li> <li>• Scope customer initiated works and maintenance works.</li> </ul>
<p><b>Documentation</b> Supports Company practices by ensuring all administration processes and procedures are best practice and report to the Operations or Field Services 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>• Keeping accurate records of updates and discussions for handover to the relevant department or person.</li> <li>• Continuously evaluate and identify any opportunities or areas to drive improvement that can impact both the</li> </ul>

	<p>Company and the customer experience.</p> <ul style="list-style-type: none"> <li>• Maintain accurate Company records through updating customer and operational databases, electronic scanning of record documents and hard copy filing.</li> </ul>
<p><b>Health and Safety Support</b> Provide support to the Network Operations department to contribute towards a culture of health and safety</p>	<ul style="list-style-type: none"> <li>• Be familiar with all relevant safety rules, procedures, and standards associated with work undertaken.</li> <li>• 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.</li> <li>• Positively contribute to the Company’s health and safety culture through active support and adherence to internal policies and procedures.</li> <li>• Models behaviours that promote HSEQ practices, policies and values of the Company.</li> </ul>
<p><b>Team Participation</b> Contribute to, and work with the NOCC and wider Company, to deliver a constructive workplace culture</p>	<ul style="list-style-type: none"> <li>• Ensure the Operations or Field Services manager is made aware of issues and kept informed of developments relating to faults and customer services.</li> <li>• Provide quality service and administration support to teams within the business when required.</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>• Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required.</li> <li>• Support the team to achieve goals and objectives and acknowledge team achievements.</li> <li>• Undertake any further responsibilities as reasonably requested by the Operations or Field Services manager.</li> </ul>
<p><b>Professional Development</b> Undertake all professional development required to fulfil Network Field Operator competencies and accountabilities</p>	<ul style="list-style-type: none"> <li>• Actively participate in all performance reviews with the Operations or Field Services manager.</li> <li>• In conjunction with the Operations or Field Services manager, prepare and keep current a professional development plan.</li> </ul>

## **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.

- 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.
- Is 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.
- Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures.
- 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.
- Make and implement timely decisions that have broad impact across the Company.
- Actively plans objectives and the direction of areas of responsibility.
- Regularly update knowledge and skill through effective training and education.

## **COMPETENCIES – SKILLS AND EXPERIENCE**

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

- Holds a relevant trade qualification, or equivalent industry experience.
- Previous experience dealing with faults (desirable).
- NZ electrical registration and current practising licence.
- Current Class 1 vehicle licence and Class 2 heavy vehicle licence desirable.
- Preferably you have a strong understanding and knowledge of the industry with experience in the energy sector.
- 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 Network Field Operator 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.