

Title: Utility Worker

Reporting to: Underground Supervisor

Direct Reports: N/A

PURPOSE OF POSITION

The Utility Worker reports to the Underground Supervisor and is a member of the Field Services team of MainPower New Zealand Limited (the Company).

The Utility Worker provides support to the Underground team through the safe and efficient operation of equipment to install underground electricity services. The Utility Worker will work closely with other members of the Underground team to provide customers with cost effective solutions that provide the required level of service.

The Utility Worker follows best practice and Company policies and procedures; all while ensuring health and safety standards are maintained.

POSITION VALUES

The role of Utility Worker will deliver consistently good customer service by placing our customers at the centre of everything we do. The Utility Worker will ensure that customer expectations are incorporated into our activities, driving a commitment to customer excellence within the Company.

It is expected that the Utility Worker will maintain a high level of professionalism and integrity and will display a positive attitude and team focus. The Utility Worker will ensure the values of the Company are upheld at all times.

KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- Customers
- Field Services key staff
- Network staff
- External Contractors

ACCOUNTABILITIES	RESPONSIBILITIES AND PERFORMANCE MEASURE
<p>Utility Operations Provide utility functions within the Underground team.</p>	<ul style="list-style-type: none"> • Carry out day-to-day operational activities to install underground electricity services in line with project requirements. • Assist with the excavation and reinstatement of underground service installation sites, using excavation equipment. • Transport and store underground services materials using heavy vehicles • Operate vehicles and plant skilfully and safely (e.g. excavators, diggers, trucks). • Read and understand plans and drawings to ensure work is carried out in line with the requirements. • Maintain equipment in a reliable, tidy and safe manner, including carrying out relevant checks and identifying and reporting any maintenance needs. • Undertake general utility work, including assisting plant operators, cable jointers and other employees as required.
<p>Health and Safety Support Provide support to the Field Services department to contribute towards a culture of health and safety.</p>	<ul style="list-style-type: none"> • Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures. • Ensure safe work practices are followed and report any accidents, incidents and near misses through the correct channels. • Models behaviours that promote HSEQ practices, policies and values of the Company.
<p>Process Support Provide support to department and Company processes.</p>	<ul style="list-style-type: none"> • Actively work to support the goals and objectives of the organisation by performing responsibilities in line with documented processes. • Contribute to the continuous improvement of processes by providing improvement ideas and feedback on processes which the Utility Worker performs.
<p>Team Participation Contribute to and work with the Field Services team and wider Company, to deliver a constructive workplace culture.</p>	<ul style="list-style-type: none"> • Ensure the Underground Supervisor is made aware of issues and kept informed of developments relating to the Underground team. • Provide quality service and support to all areas within MainPower, including backup and support as required. • Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required. • Engage with and develop positive and effective relationships

	<p>with customers, staff members, suppliers and contractors.</p> <ul style="list-style-type: none"> • Share technical knowledge and expertise; provide training for other staff as required, and customer knowledge to enhance customer service. • 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. • Support the Underground team to achieve goals and objectives and acknowledge team achievements. • Undertake any further responsibilities as requested by the Underground Supervisor and General Manager.
<p>Professional Development Undertake all professional development required to fulfil the Utility Worker competencies and accountabilities.</p>	<ul style="list-style-type: none"> • Actively participate in all performance reviews with the Underground Supervisor and/or General Manager. • Ensure licences and endorsements are up to date to maintain utility worker competency. • In conjunction with the Underground Supervisor, prepare and keep current a professional development plan.

COMPETENCIES – ATTRIBUTES AND BEHAVIOURS

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

- Actively demonstrates 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.
- Has tenacity in pursuing goals, show focus in the face of opposition and ensure personal goals are aligned with Company objectives.
- Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures.
- Actively works to support the goals and objectives of others in the wider business.
- Makes and implements timely decisions.
- Regularly updates knowledge and skill through effective training and education.

COMPETENCIES – SKILLS AND EXPERIENCE

In order to be effective in the position, the Utility Worker shall have and be able to demonstrate, the following skills and experience.

- Minimum current Class-2 heavy vehicle driver's licence. Class-4 heavy vehicle driver's licence and T (tracks), W (wheels) and F (forklift) driver licence endorsements desirable.
- Minimum of two years' experience in the contracting environment operating heavy vehicles and machinery, with a working knowledge of the hazards and safety precautions.
- Competent at understanding work plans and instructions.
- An ability to use electronic devices, and to quickly adapt to new technologies and systems.
- You have a professional and results orientated approach with good business and customer focus.
- An ability to take initiative combined with sound judgement.
- You are motivated and driven – you volunteer for new challenges without being asked.
- You have excellent communication and problem solving skills; oral, written and interpersonal.
- You are a good planner with the ability to prioritise work load.
- Ability to work constructively in a team.

This document is not intended to be exhaustive in terms of detailing the role and responsibilities of the Utility Worker 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.