

Energy Options Ltd

Insulation Installer – Job Description

Position: Insulation Installer
Location:
Responsible to: Supervisor
Date: August 2007
Staff directly supervised: Nil

Background:

Energy Options Limited is owned by the Eastern Bay Energy Trust, through its subsidiary, Development Enterprises Limited. Energy Options strives to be a market leader in the energy efficiency industry of New Zealand. Energy Options has a number of energy efficiency programmes that have brought about significant social, health and environmental benefits within the Eastern Bay of Plenty Region. As a result, these programmes have been widely adopted as a model throughout New Zealand.

Energy Options is a business built around the 'ethos' of energy efficiency and as such is committed the values of: Preserving our environment, Helping those in need with healthy, warm & comfortable homes, and Giving back to our community.

Our Mission is to: Advocate, Install and Promote energy related solutions that enhance Community Wellbeing, Home Health and Energy Efficiency.

External relationships:	Internal relationships:
General public Trade suppliers	Insulation supervisors Admin/Reception Staff Production Manager Projects Manger
Primary responsibilities:	
The Insulation Installer is responsible for the installation of ceiling, underfloor and interior insulation and energy efficiency measures in existing and new homes.	
The Insulation Installer also undertakes other labouring work on Energy Options energy system contracts (and will be paid not less than the Employee's average rate of pay).	

KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
General Duties	
Install ceiling, underfloor and interior insulation and energy efficiency measures in existing and new homes.	Installations are carried out correctly to Energy Options specifications, EECA or HNZC standards as applicable. All work is carried out neatly, efficiently and cost effectively. Minimal faults and follow-up repairs are reported, and customers are satisfied with work carried out.
Quality Control	
Good Quality Control is vital to ensure that products and services are delivered at the Best Practice standards required by our EECA, HNZC, co-funders and customers. Any mistakes must be corrected before leaving the site. Any areas of uncertainty must be discussed immediately with the Insulation Supervisor.	Quality control practice are understood and complied with. Customers, supervisors are satisfied with the work carried out by the installer.
Customer Service	
Ensure that all customers are greeted politely, and that a high level of communication skills is displayed at all times. Ensure that all job specifications and details are undertaken accurately, and are clearly documented.	All customers are greeted professionally, in accordance with the standards set out by Energy Options Limited. Accurate paperwork is provided. Telephone calls are answered in a professional and helpful manner. Personal calls are kept to a minimum.
Required to maintain a high standard of personal appearance. Required to wear and maintain an Energy Options uniform or identification.	A professional is standard is maintained at all times. The uniform/identification shirt is kept neat and tidy, and wear and tear is reported.
Maintain a positive work atmosphere, conducive to good working relationships.	Excellent work relationships are maintained.
Communication with Supervisors	

KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
<p>Insulation teams, by the nature of the job, work remotely from the head office. Mobile phones must be on and checked regularly for messages. Any departures from the daily schedule must be communicated back to the office or through The Employee's supervisor.</p>	<p>Excellent communication is maintained with the relevant supervisor.</p> <p>Mobile phones are turned on at all times and messages/instructions are passed onto team members.</p> <p>Supervisors are informed of employee departments and at the completion of each job.</p>
<p>Paper Work and Other documentation</p>	
<p>Ensure that each job has accurate and legible paperwork. Ensure that all paper work is promptly handed in to the Team Leader, in order to ensure employees are paid correctly, progress on contracts is kept up to date, and to enable accurate reporting to EECA and HNZZ.</p> <p>All paperwork including, Job cards, time sheets, and weekly summaries are fully and accurately completed.</p> <p>Job cards must be handed in to the office at the end of each day unless otherwise agreed.</p>	<p>Paper work is accurate and completed on a timely basis.</p> <p>All Job cards, time sheets, and weekly summaries are fully and accurately completed, and are delivered to the office each day.</p>
<p>Vehicles/Vehicle Safety</p>	
<p>The driver is responsible for ensuring that the Energy Options vehicle they are using is safe, legal and clean.</p> <p>Only authorised Employees are to drive vehicles, and they must have a current drivers licence and endorsements.</p> <p>Energy Option's will not be responsible for any traffic violations.</p>	<p>The vehicle is only used for work purposes only, and is maintained in a clean and respectable condition.</p> <p>Each driver has the appropriate licences and endorsements.</p>
<p>Employees will be required to pay any vehicle related fines incurred.</p> <p>Employees are not permitted to drink alcohol then drive work vehicles.</p> <p>Each morning prior to use, vehicles are to be checked for oil and water and filled if necessary.</p>	<p>Any vehicle related fines are paid within the specified timeframe.</p> <p>Vehicles are maintained on a daily basis.</p>

KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
<p>The driver is required to notify the Supervisor if the Road user tax, warrant of fitness, or registration needs updating. Any required repairs and maintenance for the work vehicle must be discussed with a supervisor. These costs will be paid for by Energy Options Ltd. The driver shall be responsible for any penalty incurred where insufficient road user tax is on a vehicle is inadequate. No passengers (or hitchhikers) are to be carried in work vehicles without approval of supervisors.</p>	<p>All Road user tax, warrant of fitness, registration, repairs and maintenance are up to date.</p>
<p>Each vehicle shall be issued with a Fuel Card. A receipt is to be kept when each vehicle is filled and returned to the office. This card shall be used for fuel and oil purchases only. Odometer readings are to be recorded when fuel is purchased for company vehicles.</p>	<p>Fuel cards are used appropriately, and paperwork is correctly completed.</p>
Equipment/Phone Use	
<p>Insulation Installers for ensuring the designated equipment listed for each van is present and in working order. Battery lanterns must be charged ready for each days work Water/rehydration supplies must be present during warmer months Missing equipment or equipment that has been broken through carelessness will be subtracted from the Team members's wages. Any breakage or maintenance issues associated with general wear and tear of equipment must be reported to supervisors.</p>	<p>Insulation Installers regularly check and maintain equipment. All equipment is charged and maintained ready for each working day.</p>
<p>Where an employee is provided with a mobile phone, they shall be used for work purposes only. If used for other than work use, personal calls must be reimbursed to Energy Options.</p>	<p>Work phones are used for work purposes only. Mobile phones are turned on at all times and messages/instructions are passed onto team members.</p>
Health & Safety	

KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
The Insulation Installers are responsible for reporting and recording OSH issues in the workplace. Any OSH incidents must be recorded on the incident form and handed into the office within 24 hours.	All incidents and accidents are reported to the Supervisor within 24 hours.
In a case of serious harm this must be reported immediately by telephone to the Employee's supervisor or, if they are not available, to the office. Any serious hazards that become apparent in the course of work must be noted on the job card, together with what steps were taken to eliminate, avoid, or minimise the risk of serious harm.	All new hazards are identified and reported to the Supervisor, documentation is prepared to eliminate, remove, or minimise hazards. Serious harm injuries are reported to the Supervisor immediately, and an investigation takes place.
Ensure that protective equipment and clothing is provided.	Safety equipment and clothing is worn at all times where employee protection is required
Other	
Undertake any other relevant duties, and general labouring duties as required.	Duties completed in a proactive manner as requested.

PERSON SPECIFICATION

Experience

- Has had building, labouring or trades experience.
- Has had experience supervising installation projects and employees.
- Has had experience installing energy efficiency products.

Attitudes:

- The ability to work unsupervised.
- A commitment to team values and continuous improvement.
- Displays professional conduct.
- An enthusiastic and can-do attitude.
- A desire to learn.

Communication/customer service:

- Applies excellent customer service to all potential clients
- The ability to interact with all customers to achieve the best possible result.
- Produces clearly written, well-documented paperwork for each job.
- Maintains confidentiality and a high level of honesty.

Planning and organising:

- The ability to plan, prioritise and deliver on agreed outcomes.
- Excellent time management skills.

- The ability to organise workloads and deadlines.

Judgement:

- Able to quickly and fully grasp complex ideas and concepts.
- The ability to exercise sound judgement.

Teamwork:

- The ability to work well in a team.
- Supports and provides motivation to obtain the best from team members.

Travel:

- Is willing to travel to jobs within the local region and occasionally further a field.

Training:

- The willingness to undertake training to increase knowledge and skills for improved performance.

Physical health:

- A high level of fitness.
- The ability to work at heights and under buildings.
- The ability to lift, carry and push heavy objects.
- Has no previous medical conditions, which would affect job performance.

Working outside normal hours:

- Is available to work additional hours from time to time to meet the requirements of the position.

Licenses:

- Holds a current full driver's licence.
- A New Zealand citizen or holds all the requisite approvals necessary to work in New Zealand.

I have read and understood this job description and accept that it forms part of my Individual Employment Agreement with Energy Options.

Signed by:

Employee signature:

Employer's representative:

Date: