

Position description



Position:	Vehicle Inspector
Business Unit:	Operations
Reporting to:	Supervising Vehicle Inspector/Technical Compliance Specialist or in their absence the relevant Manager or Site Services Manager.
Dated:	November 2021

Our Vision

To be New Zealand's first choice for vehicle inspections.

Our Mission

To deliver the highest standard in vehicle inspection, industry expertise and innovation.

Our Values

- Leadership* – We have courage to shape a better future
- Teamwork* – We are one team working together
- Culture* – We enjoy what we do
- Professionalism* – What we do we do well
- Communication* – We listen to and respect each other

POSITION PURPOSE

Accountable within the vehicle testing station or 'off-site' for the delivery of vehicle inspection services including but not limited to WoF/CoFA / CoFB/ Light or Heavy Entry and PPI (Pre-Purchase Inspections) as part of the Operations team of Vehicle Inspections New Zealand Ltd (VINZ).

Meet contractual commitments to clients, Waka Kotahi (NZTA) and the NZ public; maintaining required customer service standards to maximise the site's business performance and objectives.

KEY RESPONSIBILITIES

Carry out WoF and/or CoFA and/or CoFB vehicle testing in accordance with your Waka Kotahi (NZTA) authorities, individual level of competence, NZTA standards and if applicable certification sites, on a day-to-day basis.

- Deliver quality and timely related vehicle inspection services including but not limited to PPI's (Pre-Purchase Inspections).
- Make use of company assets ensuring that they are well cared for, properly maintained, calibrated and kept secure, reporting any loss, damage or faulty assets to the Supervising Vehicle Inspector or reporting Manager.
- Ensure all areas of the vehicle inspection facility including customer and staff areas, testing lanes and inspection areas are clean and kept clear.
- Ensure all inspection pits (if applicable) and associated equipment and/or vehicle hoists are operating effectively and safely to ensure an efficient flow of vehicle inspection processing.

- Assist the Supervising Vehicle Inspector/Technical Compliance Specialist, reporting Manager, Site Services Manager or Regional Operations Manager with any building maintenance (within any existing lease arrangements) ensuring that it is always clean and tidy, reflecting the company's image.
- Take a proactive involvement by ensuring that the use of power, phone and other utilities are being used wisely to assist with cost savings and efficiencies.
- Maintain compliance with VINZ standards and policies.
- Where applicable work with the Supervising Vehicle Inspector/Technical Compliance Specialist, reporting Manager, Site Services Manager or Regional Operations Manager to ensure that internal and Waka Kotahi (NZTA) PRS audit score results are maintained at an average of 2.8 or better.
- Any delegations and authorisations are complied with as specified in VINZ policy.
- Consulting on a regular basis with the Supervising Vehicle Inspector/Technical Compliance Specialist or reporting Manager, as part of performance development, progress against personal and team objectives.
- Proactively take part in meetings and share ideas.
- Assist the Supervising Vehicle Inspector/Technical Compliance Specialist to actively support key account relationships and promote the image of VINZ within the site for all major clients both in the vehicle trade and central government and any other important external organisations.

Administration Support for Vinning Assistant and Customer Service Officer

Where applicable provide general administration support and assistance for the Vinning Assistants by understanding and being capable of performing the following functions and duties:

- enter transport data into the Landata system, taking responsibility for the accuracy.
- data entry to the Landata system for VIN/Certification and safety inspection, if applicable.
- archive all relevant documentation and is completed daily.

Where applicable provide general administration support to the CSO's by understanding and being capable of performing the following functions and duties:

- Prepare client documentation for VIN/Certification receipt, safety inspection, job card raising and dispatch.
- Data entry to the Landata system for VIN/Certification and inspection outcomes.
- Process point of sale data entry.

Customer Service Delivery

- Provide professional services to all customers, (both internal and external) meeting or exceeding the service delivery standards set by VINZ.
- Reflect a positive, friendly and professional attitude in an ethical manner handling any complaints and if necessary, referring to the Supervising Vehicle Inspector/Technical Compliance Specialist or reporting Manager.
- Inquiries and telephone calls are responded to promptly.
- Maintain a team approach ensuring it is adopted to aid co-operation with clients/customers and work colleagues.
- Ensure arrangements are made for administrative service delivery in the absence of the reporting Supervisor or Manager.

Working in a health and safe way

- Ensure good health is maintained through safe work practices.
- Awareness of one's physical capabilities.
- Be responsible for your own and the team's health and safety at work in accordance with the Health and Safety at Work Act 2015 and in conjunction with VINZ occupational safety and health policies and guidelines as modified from time to time.
- Act as a role model for developing and maintaining a "Safety First," culture
- Report any work-related accident claims, incidents (including near misses), in accordance with VINZ Health and Safety policy and procedures.
- Ensure that Personal Protective Equipment (PPE) including clothing, footwear, uniform, masks and any other PPE supplied by the company is worn and correctly used.
- Early sign of any health-related symptoms to be reported to the Supervising Vehicle Inspector/Technical Compliance Specialist or reporting Manager.

Discretionary Decision Making

As Vehicle Inspector of VINZ, the role requires a person to be a 'fit and proper' person, who is highly skilled and qualified in the areas of vehicle inspection, customer engagement, determining and agreeing customer segment needs and values, articulating these to the Supervising Vehicle Inspector/Technical Compliance Specialist, reporting Manager or Site Services Manager to ensure that service delivery is designed to meet those requirements. Provide advice on any technical issues in line with company best practices, VINZ policy, goals and objectives and legislative/contractual requirements. Be responsible for day-to-day activities and making decisions that impact on the overall image of VINZ.

The decisions made and advice given as the results may impact on VINZ significantly in terms of costs and overall image. Any recommendation to the Supervising Vehicle Inspector/Technical Compliance Specialist or reporting Manager is where the final decision is made, however the impact of that decision rests entirely with the Regional Operations Manager.

Position Description Scope of Duties

As a Vehicle Inspector the role will evolve over time, the job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, including duties reasonably within their experience and capabilities as may be from time to time be assigned.

WORKING RELATIONSHIPS

Internal:

- Chief Executive Officer & SLT
- Regional Operational Managers
- Compliance Service Managers
- Technical Services Manager
- Technical Services Advisor
- Technical Compliance Specialists
- Learning & Development Specialist
- Health & Safety Specialist
- Finance team
- IT Support
- Staff

External:

- Clients and Customers
- Waka Kotahi (NZTA)
- WorkSafe
- MOT
- Key stakeholders

DELEGATIONS

As per VINZ delegations framework

LEAD

Direct Reports: Nil

IDEAL PERSON SPECIFICATION

Knowledge, Skills and Experience (including Technical Competencies)

Essential

- 3-5+ years automotive trade experience.
- Sound knowledge of vehicle inspection including light and/or heavy vehicle certification, the legislative framework within which the industry operates.
- Demonstrates solid working knowledge and understanding of all relevant legislation.
- Proven customer service and interpersonal relationship skills
- Sound understanding of Risk Management and its application.
- Ability to work unsupervised, be motivated and can take the initiative.
- Flexible, adaptable and enjoys challenge and change.
- Professional experience in the delivery and management of projects.
- Proven ability in developing trust, confidence, and credibility.
- Clear and concise written communication skills including report writing, and excellent oral communication skills.
- Developed an understanding of IT, digital and analytical skills.
- Relationship management skills across all levels.
- Well-developed and methodical organisational skills.
- Displays a business acumen so can understand VINZ's requirements and translate these into practical solutions.
- Current drivers' licence for relevant class of vehicle.

Desirable

- Work experience in a workshop environment.
- Familiarity with vehicle light and/or heavy compliance within the automotive industry.

Qualifications:

Essential

- Trade or allied trade qualification (i.e. Automotive Technician, Diesel Mechanic or other relevant trade).
 - WoF and CoFA and/or CoFB and/or Light/Heavy Entry Waka Kotahi (NZTA) certification or able to obtain.
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POSITION DESCRIPTION PREPARED BY:



David Law, Manager - People & Capability

AUTHORISED BY:



Sean Stevens, Chief Executive Officer

PEOPLE AND CAPABILITY AUDIT BY:



David Law, Manager – People & Capability

Current job holder:

Date: November 2021