


POSITION DESCRIPTION

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| TITLE OF POSITION: Compliance Assistant |  |
| REPORTS TO: Site Services Manager or Regional Manager Compliance | DATE: 1 December 2017 |

PURPOSE OF POSITION:

- 1) Responsible for providing administrative and vinning application support for the entry certification inspectorate to achieve efficient and accurate flow of vehicles through the entry certification processes.
- 2) Responsible for the preparation of vehicles undergoing certification inspections.
- 3) Responsible for the correct disassembly and assembly of required Interior trim and brake components, or any other component required to be removed / refitted for inspection purposes.

The Compliance Assistant may be based at a vehicle testing station or fixed 'off site' facility and may be required to assist with data processing and perform other duties from time to time at any other VINZ 'off-site' or testing station operations.

KEY RESULT AREAS

1. Administration and Vinning Application Support
2. Working in a Healthy and Safe Way
3. Risk Management
4. Customer Service Relationships
5. Personal Development

ACCOUNTABILITIES

1. Administration and Vinning Application Support

Provision of general administration and vinning application support for the entry certification inspectorate.

Key Outcomes

- Responsible for the preparation of vehicles undergoing certification inspections.

- Responsible for the correct disassembly and assembly of required Interior trim and brake components, or any other component required to be removed / refitted for inspection purposes.
- Assist the Vinning Assistant and/or the Vehicle Inspector with the preparation of client documentation for VIN/Certification receipt, safety inspection, job card raising and dispatch.
- Collection of vehicle attributes for vinning/compliance purposes.
- Assist with data entry to NZTA Landata system and VINZ accounting data base system for VIN Certification and safety inspection.
- Making and fitting VIN plates and etching the rear windscreen to vehicles as required.
- Undertake all fair and reasonable instructions from management.
- Responsible for company equipment in line with company standards.
- Ensure compliance to any company Quality System as fully documented.
- Ensure the flow of work through the company's fixed and mobile facilities is of such a high standard that both company training and client satisfaction objectives are fully met.
- Service standards match the formal quality requirements.
- Contribution to a positive commercial business environment

Performance Indicators

- Corrective action taken where and when necessary.
- Quality standards audit.
- Certification documentation compliant.
- NZTA Key Performance Indicators.
- Accuracy and timeliness of data entry.
- Deadlines met.
- Review by Site Services Manager or Regional Manager Compliance.
- Feedback from Vehicle Inspectors, staff and customers.

2. Working in a Healthy and Safe Way

Ensure good health is maintained through safe work practices.

Key Outcomes

- Awareness of one's physical capabilities.
- Be responsible for your own 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.
- Ensure that all safety equipment including clothing supplied by the company is worn and correctly used.
- Early sign of any health related symptoms report to the Site Services Manager or Regional Manager Compliance as appropriate.

Performance Indicators

- Maintain a general level of fitness to reflect nature of the work.
- Safety equipment/clothing used and worn.
- Use ergonomic equipment as provided.

3. Risk Management

Systematically applies risk management procedures and practices to prevent VINZ from achieving strategic or operational objectives or plans or from complying with any legal obligations.

Key Outcomes

- Management of risks reported to the Site Services Manager or Regional Manager Compliance
- All legal obligations are complied with.

Performance indicators

- Risks identified managed and recorded.
- Compliant.

4. Customer Service Relationships

Provide professional services to all customers, meeting or exceeding the service delivery standards set by VINZ or expected by each client/customer.

Key Outcomes

- Excellent customer service is provided at all times.
- A positive, friendly and professional attitude is demonstrated.
- Enquiries and telephone calls are responded to promptly.
- A team approach is adopted to aid co-operation with customers and colleagues.
- Arrangements are made for service delivery in your absence.

Performance Indicators

- Customer feedback.
- Promptness and manner of general enquiries and telephone service.
- Efficiency and accuracy of enquiries answered either verbally or in writing.

5. Personal Development

Proactively involve yourself in self-improvement programmes.

Key Outcomes

- On-going education, knowledge and skills are acquired and updated.
- New skills are demonstrated and new responsibilities accepted.
- Personal development is reviewed annually in consultation with the Site Services Manager or Regional Manager Compliance.
- Responsibility is taken for your own health and safety at work
- Commitment to continuous improvement methods and to increasing customer service is demonstrated.

Performance Indicators

- New skills/knowledge demonstrated by use.
- New projects completed.
- Time spent in training and development.

DISCRETIONARY DECISION MAKING

As Compliance Assistant the actions taken and advice given may impact on VINZ significantly in terms of incorrect data entered in the computer and false information loaded onto the VIN Certificate. The direct impact resulting from this is the responsibility of the Compliance Assistant; however the ultimate responsibility rests with the Site Services Manager or Regional Manager Compliance.

AUTHORITIES

Amount of discretionary spending within budget on any single contractual item without reference to Site Services Manager or Regional Manager Compliance.

\$Nil

No authority to approve capital expenditure or to commit to long term contract

RELATIONSHIPS

EXTERNAL TO ORGANISATION

Clients
Customers
NZTA

INTERNAL TO ORGANISATION

Chief Executive Officer
National Manager - Delivery
National Manager - Commercial
Human Resources Manager
Quality & Technical Manager
Quality & Technical Specialists
Regional Managers
Regional Manager Compliance
Other Site Services Managers
Staff

COMMITTEES/GROUPS

LEADS

DIRECTLY

Nil

Title:

INDIRECTLY

Nil

Title:

IDEAL PERSON SPECIFICATION

| | ESSENTIAL | PREFERRED |
|-----------------------|---|---|
| EDUCATION | NZCA Level 2. or equivalent | |
| EXPERIENCE | <p>1-2 years office administration experience.</p> <p>Basic computer skills and accurate in data entry essential.</p> <p>An aptitude for motor vehicles and the ability to carry out some practical duties.</p> <p>Current 'clean' drivers licence.</p> | <p>Familiarity with vinning/compliance and/or practical experience or exposure to a workshop environment within the automotive industry.</p> <p>Proven data entry level experience.</p> <p>Work experience in a workshop environment.</p> |
| SPECIAL SKILLS | <p>Cultural – a demonstrated commitment to the understanding of other social, religious and values of different cultural and ethnic groups in NZ.</p> <p>Communication – expresses ideas effectively using language and terminology to suit the audience.</p> <p>Customer Service – proactive in developing customer relationships. Understands customer requirements.</p> <p>Initiative – makes active attempts to influence events to achieve goals, self-starting, take action and be proactive.</p> <p>Work management – establishes course of action for self, plans assignments and allocates appropriate resources.</p> <p>Teamwork – works effectively with others, respects needs and contributions of others, contributes to and accepts consensus.</p> <p>Practical - is capable of safely using basic tools; i.e. power drill etc.</p> | |

JOB DESCRIPTION PREPARED AUTHORISED BY:
 Gordon Shaw, Chief Executive Officer

HUMAN RESOURCES AUDIT BY:
 David Law, Human Resources Manager

CURRENT JOB HOLDER:

DATE: December 2017