


POSITION DESCRIPTION

TITLE OF POSITION: Vehicle Inspector	
REPORTS TO: Site Services Manager or Regional Manager - Auckland	DATE: 1 December 2017

PURPOSE OF POSITION:

1. Accountable within the vehicle testing station or 'off-site' for the WOF/COFa and/or COFb inspection of vehicles as part of the Operations team of Vehicle Inspections New Zealand Ltd (VINZ) by meeting contractual commitments to both clients and NZTA, maintaining required customer service standards to maximise the site's business performance and objectives.
1. Ensure the organisation's policies, safety and quality assurance standards are met.
2. Provide professional services, promoting VINZ as a major national provider of vehicle testing in New Zealand.
3. Promote best practice principles within the testing station or 'off-site' and throughout VINZ.
4. If appropriately qualified mentor less experienced staff members as an integral part of the duties and responsibilities for the role.
5. Carry out any other duties as and when required.

KEY RESULT AREAS

1. Vehicle Inspections
2. Occupational Health and Safety
3. Working in a Healthy and Safe Way
4. Risk Management
5. Customer Service Relationships
6. Personal Development

ACCOUNTABILITIES

1. Vehicle Inspections

Carry out WOF/COFa and/or COFb inspection of vehicles as part of the Operations team of Vehicle Inspections New Zealand Ltd (VINZ) by meeting contractual commitments to both clients and NZTA, maintaining required customer service standards to maximise the site's business performance.

Key Outcomes

- Carry out WOF and/or COFa and/or COFb vehicle testing in accordance with individual level of competence and NZTA standards and if applicable certification sites on a day to day basis.
- Make use of company assets ensuring that they are well cared for, properly maintained, calibrated and kept secure.
- 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 Site Services Manager or Regional Manager – Auckland with any building maintenance (within any existing lease arrangements) ensuring that it is clean and tidy at all times, 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 Site Services Manager or Regional Manager – Auckland to ensure that internal and 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.
- Report on a regular basis to the Site Services Manager or in the case of Vehicle Inspectors working at 'off sites' to the Regional Manager – Auckland detailing progress against personal and team objectives.
- Enthusiasm and ideas are contributed.
- Assist the Site Services Manager or Regional Manager – Auckland 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.
- Be true to the brand and to VINZ vision, mission and values.

Performance Indicators

- Regular reporting to Site Services Manager or Regional Manager – Auckland.
- Corrective action taken where and when necessary.
- Quality standards audit.
- NZTA Key Performance Indicators (PRS).
- Reviews by Site Services Manager, Regional Managers, and National Manager - Delivery.
- Customer/client satisfaction

2. Occupational Health and Safety

As part of VINZ Health and Safety Policy ensure that the implementation of all its policies and procedures promoting good health and well-being is maintained through safe work practices.

Key Outcomes

- Ensure compliance with all requirements of the Health and Safety at Work Act 2015 and VINZ Health and Safety Operational Policies and Procedures.
- Confirm and acknowledge any work-related accidents.
- Take a proactive involvement, supporting the Health & Safety Champions and continue to reinforce safe behaviour among all employees.
- Ensure you are aware of Health and Safety Manuals/Booklets and VINZ policy procedures.
- Ensure that in the case of a notifiable event or near miss is reported and recorded in accordance with VINZ Health and Safety policy and procedures.
- Ensure that the Site Services Manager or Regional Manager – Auckland is informed of any claims, progress, issues and risks.

Performance Indicators

- Loss time injuries
- ACC claims.
- Policies and procedures complied with.
- All work related notifiable events, near misses reported and monitored.

3. Working in a Healthy and Safe Way

Ensure good health is maintained through safe work practices.

Key Outcomes

- Awareness of ones 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 the safe use of all equipment
- Early sign of any health-related symptoms report to the Site Services Manager or Regional Manager – Auckland as appropriate.

Performance Indicators

- Maintain a general level of fitness to reflect nature of the work.
- Use ergonomic equipment as provided.

4. Risk and Quality Management

Systematically applies risk and quality management policies, procedures and practices to the identification, analysis, evaluation, treatment and monitoring of those risks that could prevent VINZ from achieving its strategic or operational objectives or plans or from complying with any legal obligations.

Key Outcomes

- Projects, policies and procedures include clear reference to applicable risks.
- Identified risks and their assessment, control, treatment and recorded.
- Management of risks reported to Site Services Manager or Regional Manager – Auckland.
- Risk and quality Management regularly discussed at team or 'tool box' meetings
- All legal obligations are complied with.

Performance indicators

- Risks identified managed and recorded.
- Compliant.

5. Customer Service Relationships

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

Key Outcomes

- Excellent customer service is provided at all times
- A positive, friendly and professional attitude is demonstrated.
- Inquiries and telephone calls are responded to promptly.
- Respond to and investigate all complaints from customers and clients relating to vehicle inspection.
- Advise the Site Services Manager or Regional Manager – Auckland of the complaint and the outcome of any investigation ensuring that all complaints are recorded.
- A team approach is adopted to aid co-operation with customers and colleagues
- Arrangements by agreement with the Site Services Manager or Regional Manager – Auckland is made for service delivery in your absence
- Any customer transaction histories are updated.

Performance Indicators

- Customer feedback
- Promptness and manner of service provided
- Efficiency and accuracy of inquiries answered either verbally or in writing
- Audits of correspondence.

6. 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 bi-annually in consultation with the Site Services Manager or Regional Manager – Auckland 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.
- Participation in Health and Safety seminars and training sessions.

DISCRETIONARY DECISION MAKING

As Vehicle Inspector of VINZ, the role requires a 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 Site Services Manager or Regional Manager – Auckland 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 Site Services Manager or Regional Manager – Auckland is where the final decision is made, however the impact of that decision rests entirely with the Regional Manager - Auckland.

AUTHORITIES

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

\$Nil

Authority to approve capital expenditure or to commit to long term contracts.

No

RELATIONSHIPS

EXTERNAL TO ORGANISATION

MBIE
Clients/Customers
NZTA

INTERNAL TO ORGANISATION

Chief Executive Officer
National Manager - Delivery
National Manager – Commercial
Regional Managers
Site Services Managers
Quality & Technical Manager
Quality & Technical Specialist
Technical Compliance Specialist
Human Resources Manager
Human Resources Advisor
Payroll
General Staff

COMMITTEES/GROUPS

VINZ Board members

LEADS

DIRECTLY

Title:

Nil

INDIRECTLY

Title:

Nil

IDEAL PERSON SPECIFICATION

	ESSENTIAL	PREFERRED
EDUCATION	Trade or allied trade qualification (i.e. mechanic, panel beater, automotive electrical, or other relevant trade).	
EXPERIENCE	5-6 years experience in a relevant trade related position Trade qualified with WOF, COFa and/or COFb certification. Knowledge of the legislative framework within the automotive industry, particularly the inspection regime and COF and/or WOF environment. When applicable Entry Certification inspection.	
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>Analysis – secures relevant information, identifies key issues/relationships and compares data from different sources.</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>Negotiation – explores alternatives, reaches outcomes that gain all parties acceptance.</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>	

JOB DESCRIPTION PREPARED BY:
Sean Stevens, National Manager - Delivery

AUTHORISED BY:
Gordon Shaw, Chief Executive Officer

HUMAN RESOURCES AUDIT BY:
David Law, Human Resources Manager

DATE: December 2017