

Interior F-ORM

Position Description

Position Commercial Maintenance Support
Reports to Con Stavrakis

Purpose of the position

Perform a wide range of simple to complex jobs for commercial fit-out, repairs and maintenance including office, retail and body corporate and other sites.

Help enhance Interior F-ORM's reputation through outstanding customer relations and communication, attention to detail and quality.

Key responsibilities

Health and Safety

Take care of own safety and that of co-workers. Wear required PPE at all times.

Maintain the site in a safe, clean and secure condition.

Follow established safe working practices for routine tasks and undertake task risk assessments for non-routine activities.

Ensure regular communication with clients, tenants and others working on site about work being undertaken to ensure safety issues are identified, communicated and managed.

Identify and communicate opportunities to improve health and safety.

Report all safety incidents and hazards.

Maintain awareness of and comply with all applicable health and safety regulations, and where required, client safety requirements.

Maintenance Duties

Work independently and/or support other contractors and trades in undertaking fit-out, repairs and maintenance activities including:

- General maintenance and repairs
- Painting
- Plastering
- General carpentry
- Window & door lock installations

- Door installation & repair
- Tiling & associated repairs
- Furniture and office installation
- Demolition
- Post job follow up adjustments and repairs

Professional service

Be punctual in attending site at agreed times.

Present and communicate in a highly professional manner.

Regularly communicate with client and Interior F-ORM Director about progress, issues and opportunities to provide enhanced outcomes and service to clients.

Ensure site is left in a clean state and the job looks tidy and completed to a high quality standard.

Behavioural requirements

Relationship skills

Actively listens and enquires to clarify client or Interior F-ORM queries, feedback or needs.

Takes pro-active steps to build rapport with clients including taking a genuine interest in their circumstances and needs.

Deals with challenging tasks or problems in a positive, constructive and professional manner.

Conveys information in a clear and professional manner, regularly communicates progress and issues.

Accepts feedback and direction from Interior F-ORM and responds in a timely manner.

Is prepared to “do more than the minimum” to deliver a better outcome for clients or assist other trades.

Time management

Identifies critical job steps; plans time on the job well and adjusts priorities when appropriate.

Approaches work tasks in an efficient and effective manner.

Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.

Follows up with Interior F-ORM, clients and other contractors to ensure tasks are on track and potential problems can be anticipated and resolved without unnecessary disruption.

Quality and detail

Takes pride in every job, no matter how large or small.

Initiates action to correct quality problems or notifies others of quality

issues as appropriate.

Seeks out opportunities to deliver enhanced outcomes and services provided to clients and exceed client expectations.

Takes care to ensure tasks are fully completed and where appropriate, that surrounds such as cleanliness and furniture put in place.

Work to directions and independently problem solve (think outside the box) when issues arise.

Team player

Shares important or relevant information with the team.

Willing to do what is required to assist the team.

Is open to constructive feedback and opportunities to develop and improve.

Technical Skills, licences or qualifications

- Must have an ABN and public liability insurance and be prepared to invoice Interior F-ORM for agreed hours.
- White card.
- Must hold current Australian drivers licence and be able to attend a range of sites across Melbourne.
- Experienced with a wide range of maintenance activities, tools and equipment.
- Must have own tools.
- Must be legally allowed to work in Australia.

Hours

The hours for this role will be as agreed, charged to Interior F-ORM at the agreed rate plus GST. Travel time is not chargeable.