

# CUSTOMER CONNECTIONS DESIGNER

## POSITION DESCRIPTION

### PURPOSE

The purpose of this role is to support the Projects Planning Manager to produce design deliverables and quotations for new customer connection requests.

### REPORTS TO PROJECT PLANNING MANAGER

### OUTLINE OF KEY TASKS & RESPONSIBILITIES

#### Design work

- Determine network connection points and satisfy all conditions pertaining to the requirements for servicing new or altered customer needs. This will include review and approval of all New Customer Connections received from the Customer Services Administration team
- Survey, design and quote new or altered 11kV and LV network extensions for customers, including designing and specifying
  - pole/ground mounted transformers,
  - ring main units, reclosers and switches,
  - HV & LV cables/conductors,
  - fuses,
  - pillar boxes etc.
- Develop, analyse and optimise engineering design using CAD and other applicable software to achieve a more economical, better quality or better engineered solutions.
- Prepare 'as-built' drawings as necessary.
- Respond to customer correspondence and technical queries on a timely fashion.

#### New Connections

- Prepare work packages, material and cost schedules from on-going new connection requirements by:
  - Liaising with all affected stakeholders
  - Obtaining all necessary project consents and approvals
  - Organising easements as required
  - Arranging ordering of materials and preparing material lists
- Ensure that engineering and commercial records are maintained for all new customer connections, including details of easements and other relevant information and agreements.

#### Quality control

- To carry out quality checks and audit with continuous improvements in design work.



- Ensure consistent output of engineering design deliverables and quotations related to new customer connections
- Ensure compliance with safety, design standards, environmental, operational legislation, regulations and practices.
- Undertake design to ensure contractor compliance to specification and identify non-conformances of contractors. This will include reviewing designs and work performance.
- Check designs supplied by contractors and others

#### Team contribution

- Collaborate with other planning staff to increase design, cost, quality and efficiency
- Contribute towards the asset management plan and budgeting process
- Provide technical support across other work groups.
- To contribute toward the improvement of company engineering standards, practices and procedures

## KEY RELATIONSHIPS

- |          |   |
|----------|---|
| Internal | <ul style="list-style-type: none"><li>• All staff</li></ul>   |
| External | <ul style="list-style-type: none"><li>• New and Connected Customers</li><li>• Landowners</li><li>• District and Regional Councils</li><li>• NZ Transport Authority</li><li>• Other utility operators and providers</li><li>• Surveyors/Consultants</li><li>• Contractors and Service providers</li><li>• Developers and sub-dividers</li><li>• Solicitors</li></ul> |

## KEY BEHAVIOURS AND REQUIREMENTS

The key ways we measure your personal contribution are:

#### Role modelling

- Be a personal role model for Health, Safety and wellbeing practices for the business
- Ensure the health, safety and welfare of everyone involved in and affected by your work and the work of your team
- Actively live and demonstrate Waipa Networks values, both within and when representing the business
- Always perform to Waipa Networks standards in relation to customer, team, and performance



- Know, follow and make recommendations for improvement to standard operating procedures and ways of working

#### Team

- Advocate for and support a committed and high performing team culture
- Actively support your colleagues to do a great job every day
- Help everyone do well by providing feedback and being open to the feedback of others

#### Risk and Continuous Improvement

- Participate in the Waipa Networks continuous improvement process, helping the business perform better every day
- Follow any work procedures or processes to ensure safe, professional work results
- Identify and mitigate risks in and to your work, make others aware and help ensure all business, personal and professional risk is minimised
- If anything changes in your work environment, let your work colleagues and manager know so that everyone can make appropriate changes
- Ensure any external providers or suppliers you are working with follow the rules and are receive appropriate instruction on the work they are doing for us.
- Help out with new team member or contractor orientations

#### Reporting & Administration

- Meet all of your job reporting requirements including time allocation, database maintenance and other paper-based or computerised record management requirements
- Follow business guidelines and procedures

### KEY PERFORMANCE INDICATOR'S

The key ways in which we measure the effectiveness of your role are:

- Customer calls and emails are responded to within two working days from receiving notification
- New customer connections from CSA are approved, or assigned for investigation, within two working days from receipt
- Customer quotations are provided within six weeks from first application
- Customer folders are ready for scheduling within four weeks of acceptance
- Clearance certificates are processed within 5 working days from receipt of LT plans
- Easement documentations are checked and booked in for signature within 10 working days
- High standard of time and personal management
- Contributions to business improvement



## PERSON SPECIFICATION

### Professional Skills & Experience

- Line mechanic/Electrician/Inspector qualifications or equivalent.
- 5 years of electricity distribution industry experience.
- Cost estimation skills.
- Sound knowledge of engineering standards, regulations and procedures within a distribution environment.
- Experience using GIS, CAD, CATAN and MS Office.
- Line design skills and experience to AS/NZS 7000.
- Excellent communications and people skills.
- Strong relationship development skills, customer service orientation and a self-motivated, team player.

### Personal Attributes

- Excellent team, interpersonal and communication skills
- Innovative and open to new ideas; demonstrates a positive response to feedback
- Flexible and resilient
- Always displays a positive, no excuses attitude
- Takes responsibility and perseveres until goals and results are achieved and enjoys success
- Is confident of own capabilities and is prepared to back themselves
- Is committed to high standards of performance
- Enjoys continual improvement and learning, high level of self-awareness and curiosity
- Is stable and able to commit to longer-term employment
- Knows their limitations and seeks support early
- Is a self-starter and shows initiative and determination at all times
- Maintains high standards of personal appearance and business presentation
- Shows pride in being a part of the business

### Qualifications

- An appropriate technical/trade qualification, NZCE or equivalent experience is essential
- An appropriate tertiary level qualification is preferred



## OUR NO COMPROMISE APPROACH TO HEALTH & SAFETY

- Anyone working for us must be conscious of potential safety problems at all times and act in a way that safeguards their own safety and that of those around them
- A Health and Safety Policy is in place within the business and we have a 'no compromise' approach to following this and any related policy and procedure. Instructions regarding safety given by the organisation or any Health and Safety representative must be followed at all times.

## NON-LIMITATION CLAUSE

This job description is not intended to be a complete or limiting description of the functions that you may reasonably be requested to undertake both within and outside of the normal hours of work.

## ACKNOWLEDGEMENT

I have read and understand the above position description.

Employee Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_