



July 2010

HOME INSULATION INSTALLER POSITION INFORMATION

Position Overview

At EcoSmartHome, Insulation Installers are part of the team who make the project a reality for our customers. They are the experts in insulation; completing ceiling and underfloor installations.

This position is an opportunity for those who have experience in the building industry and an interest in energy efficiency to put their proven skills to good use, by improving the standards of living, and reducing the carbon emission levels within their own communities.

Installers work in a team or teams completing insulation installs in the Nelson/Tasman region. Their mission is to ensure insulation install lead times are less than four weeks and all installs achieve a 100% pass rate for EECA standard quality audits.

Scheduling of installation appointments are completed by a dedicated Administrator in Christchurch. The Administrator liaises with the Team Leader and forwards details of these appointments and all relevant information directly to him or her.

Installers will need to achieve an average installation rate of over 100m² to 150m² per day, whilst complying with EECA standards of quality for 100% of jobs, and contribute to the development of a transferable, scalable installation system.

While the technical component of this position is obvious, the people skills required to carry out the service should not be under-estimated. You will be working in a close knit team and therefore the ability to work effectively in a team environment is a must. You will need to demonstrate a high level of customer service and respect for customers, as they will need to feel comfortable with you working in and around their home.

Skills Attributes and Attitudes

Installers are likely to have some building industry experience and an interest in energy efficiency. They will enjoy the practical, hands-on nature of the role and will not be afraid to explore the deep, dark nooks and crannies of a house! They will have strong customer service and team building skills to complete quality installations in a timely and effective manner. Installers will also have the ability to follow structured guidelines and processes to identify hazards and make decisions about the most effective method of product installation.

Installers will be people who are deeply passionate about energy conservation and enjoy helping people improve the comfort and healthiness of their homes.

Whilst aspects of this role are quite technical, excellent customer service is absolutely vital. Installers will be professional and courteous when entering a customer's home and being able to build rapport and relationships quickly is vital.

Applicants for this position will therefore need to demonstrate strong customer service experience and an understanding of New Zealand home construction. While qualifications would be an advantage, experience, attitude, people skills and an extreme willingness to learn are more important.

On a practical note, the position requires a full driver's licence, clean police record and the physical capacity to conduct quality insulation installs; including entering roof spaces and under floors for measuring and assessing. Health and safety is a primary concern, so this issue will be explored further in the application process.