



July 2010

**MANAGER:
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 leadership and building industry experience 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.

The Manager's main responsibilities are to ensure that all jobs comply with EECA standards for quality and safety and achieve a 100% pass rate for internal and external audits. They will also be responsible for ensuring installation targets are achieved (100m² to 150m² per installer per day), managing installers on a day to day basis and providing back up as a "floating installer" when required.

Scheduling of installation appointments are completed by a dedicated Administrator in Christchurch. The Administrator will liaise with the Manager and forward details of appointments made and all other relevant information directly to him or her.

Whilst 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 managing and working with a close knit team and therefore the ability to lead and work effectively in a team environment is a must. You will need to demonstrate a high level of leadership, attention to detail and customer service skills.

Skills Attributes and Attitudes

The Manager is 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 leadership and team building skills to ensure quality installations are completed in a timely and effective manner. A high level of customer service is a must as customers need to trust you and your team in their home.

The Manager 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.

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

The Manager will be required at times to liaise with and provide feedback to Administrators and Assessors and provide weekly reports to the Technical and Quality Manager. Effective communication skills are therefore 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 insulation installs; including entering roof spaces and under floors for. Health and safety is a primary concern, so this issue will be explored further in the application process.