

JOB DESCRIPTION

JOB DETAILS

Position Title:	A/C Technician/ Handyman
Reports to:	Facilities Supervisor/ Manager - Facilities
Business Unit / Department:	DSC FS

JOB PURPOSE

To provide a professional and effective maintenance service to both clients and DSC FS. Deliver on agreed targets, objectives and KPI's.

KEY ACCOUNTABILITIES

Description	Performance Indicators
<ul style="list-style-type: none"> ▪ Lead a team of maintenance technicians ensuring that all tasks are completed satisfactorily 	<ul style="list-style-type: none"> ▪ Quality of service delivery measured against requests completed
<ul style="list-style-type: none"> ▪ Drive a company vehicle stocked with materials 	<ul style="list-style-type: none"> ▪ Regular inspections on driver and load safety, cleanliness and stock control achieved
<ul style="list-style-type: none"> ▪ Manage a small float of cash in tenant payments 	<ul style="list-style-type: none"> ▪ Accurate cash delivery against invoices/Receipts
<ul style="list-style-type: none"> ▪ Assist when requested with the planned preventative maintenance (PPM) of all MEP systems within the property's 	<ul style="list-style-type: none"> ▪ Team player and willingness to help
<ul style="list-style-type: none"> ▪ Complete all documentation relevant to the completion of jobs and work reports and/ or records 	<ul style="list-style-type: none"> ▪ Accurate completion of all records and reports
<ul style="list-style-type: none"> ▪ Carry out installation works of any HVAC equipment as required by the task 	<ul style="list-style-type: none"> ▪ Quality completion of tasks
<ul style="list-style-type: none"> ▪ Conduct site inspections and surveys 	<ul style="list-style-type: none"> ▪ Completion of condition surveys
<ul style="list-style-type: none"> ▪ Maintain safe working area. 	<ul style="list-style-type: none"> ▪ Zero HSE incidence
<ul style="list-style-type: none"> ▪ Safe and professional use of appropriate hand and power tools, machines and chemicals 	<ul style="list-style-type: none"> ▪ Successful audits on tools and equipment
<ul style="list-style-type: none"> ▪ Flexible availability for 24/7 standby duties and emergency call outs 	<ul style="list-style-type: none"> ▪ Zero complaints of none response in emergency situations
<ul style="list-style-type: none"> ▪ Respond to any emergencies within the agreed time-frames 	<ul style="list-style-type: none"> ▪ Completion of tasks within SLA's
<ul style="list-style-type: none"> ▪ Carry out, to the best of your ability, all tasks assigned by the supervisor or facilities manager 	<ul style="list-style-type: none"> ▪ Zero complaints of dissent
<ul style="list-style-type: none"> ▪ Always maintain a clean and tidy appearance. Uniform must be worn and should be clean and in a good state of repair. 	<ul style="list-style-type: none"> ▪ Zero complaints of appearance or personal hygiene
<ul style="list-style-type: none"> ▪ Ensure all worksites are left in a clean and tidy condition post any work carried out 	<ul style="list-style-type: none"> ▪ No complaints from customers

JOB CONTEXT (WORK ENVIRONMENT (INTERNAL & EXTERNAL), DECISION MAKING, SERVICES)

DSC Facility Services is located in the DSC Head Office in DSC. DSC FS provides services to all DSC internal business units, the DSC Master Community as well as the Victory Heights Community. DSC FS provides the full range of services to internal and external Clients.

QUALIFICATIONS & EXPERIENCE (DEGREES, CERTIFICATIONS, EXPERIENCES)

- Minimum technical certificate or diploma.
- Minimum 5 years experience in HVAC Maintenance.

- Must be in possession of a valid Emirates Driving License

COMPETENCIES

- Excellent time management and communication skills
- Good knowledge of all HVAC and refrigeration systems.
- Knowledge of HSEQ practices and policies.
- Able to prioritize work and meet deadlines. Maintain accuracy when under pressure
- Strong teamwork ethic and promotion of customer service excellence.
- High standard of personal hygiene and cleanliness.
- **Must successfully complete the induction training program.**
- Good English language ability both spoken and written. Spoken Arabic, Hindi or Urdu an advantage