

## Job Description

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| <b>Job Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | <b>Effective Date of Document</b>                                                                                      |  |
| <b>Estimator / Planner</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                        |  |
| <b>Classification</b><br>As per agreed contract (refer to Schedule 2 within contract)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                        |  |
| <b>Agreement / Award</b><br>Manufacturing & Associated Industries & Occupations Award 2010 MA000002                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                        |  |
| <b>Hours</b><br>38 hours. May be required to work reasonable additional hours outside the above hours of work to meet the requirements of the position.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                        |  |
| <b>Location</b><br>Workshops                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | <b>Reports to:</b> <ul style="list-style-type: none"> <li>• Machine Shop Manager</li> <li>• General Manager</li> </ul> |  |
| <b>Positions under Supervision:</b> <ul style="list-style-type: none"> <li>• Tradesmen, CNC Machinists, CMM Operator, Manual Machinist</li> <li>• Apprentices</li> <li>• Trainees assistants</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                        |  |
| <b>Purpose of the Position</b><br>The Estimator/Planner is expected to prepare cost estimates for product manufacturing and engineering projects. To coordinate, plan and prioritise the workload in order to meet deadlines. And to build and maintain a strong relationship with existing and potential clients in order to secure future business. Physical functions that may be required to be carried out listed below but not limited to: Bending, sitting, kneeling, twisting, lifting, squatting, climbing, input data entry and administrative duties.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                        |  |
| <b>Key Result Areas</b> <ul style="list-style-type: none"> <li>• Has the ability to develop 'scope of work' methodology to meet customer requirements.</li> <li>• Estimates project costs including materials, equipment and labour.</li> <li>• Liaises with suppliers, contractors, workshop supervisors and other departments to discuss and formulate estimates.</li> <li>• Plans and prioritises the jobs that need to be executed in the workshop in order to meet the delivery dates agreed with the customer.</li> <li>• Develops relationships with existing and potential clients to maximise the companies profile in the marketplace and to ensure repeat business.</li> <li>• Ensures self-awareness of the Company's Quality, Environmental and OSH Management Systems, Policies and processes by attending training, education and work experience.</li> <li>• To help the workshop supervisor as required/requested.</li> <li>• To be available by phone at all reasonable hours to answer questions.</li> <li>• To assist Machine Shop Supervisor to ensure a smooth transition from day shift to afternoon shift,</li> <li>• Identify non-conformances, liaise with Machine Shop Supervisor or Machine Shop Manager to establish cause and corrective action to rectify conformance. Carry out Continuous Improvement process (CIF).</li> </ul> |  |                                                                                                                        |  |
| <b>Description of Duties &amp; Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                        |  |
| <b>1. COMPANY COMMITMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                        |  |
| 1.1. Actively embraces and contributes to the Company's philosophy, values, policies and procedures in relation to: <ul style="list-style-type: none"> <li>• Strategic Direction</li> <li>• Continuous Quality Improvement</li> <li>• Occupational Safety and Health &amp; Environment</li> <li>• Confidentiality</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                        |  |
| 1.2. Applying these in all interactions with staff and customers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                        |  |

## Job Description

### 2. ESTIMATING / PLANNING

- 2.1. Receives phone and email enquiries from existing and potential clients
- 2.2. Discusses new jobs with the customer to identify their needs and to find the best solution for the job.
- 2.3. Estimates project costs including materials, equipment and labour.
- 2.4. Analyses blueprints, drawings and engineering information in order to prepare time, cost, and material and labour estimates.
- 2.5. Liaises with suppliers, contractors, workshop supervisors and other departments to discuss and formulate estimates.
- 2.6. Prepares quotations for the customer based on the estimates.
- 2.7. Plans and prioritises the jobs that need to be executed in the workshop in order to meet the delivery dates agreed with the customer.
- 2.8. Prepares job cards for the workers at the workshop and arranges job folders.
- 2.9. Maintains 'Microsoft Projects' electronic schedule of job progression to ensure they are delivered to clients' expectations.
- 2.10. Reviews JAR's (Job Analysis Reports) of job costing at the end of a job and ensures that all relevant documentation is included in the job folder for the Workshop Manager to invoice.
- 2.11. Submits bids and tenders and liaises with potential clients to secure sales.
- 2.12. Participates at weekly production meetings with the Workshop Manager and Workshop Supervisor.
- 2.13. Maintains knowledge of the latest design and construction techniques in order to provide the best solutions to the customers.
- 2.14. Liaises with Workshop Manager about complaints, settles disputes and resolves conflicts.
- 2.15. Analyses information when problems arise and chooses the best solution.
- 2.16. Participates in meetings and committees as required.
- 2.17. Plays a strong part in making sure everything has a home and is returned to its proper place in the workshops and or offices after use.

### 2. CUSTOMER SERVICE, COMMUNICATION & TEAMWORK

- 2.1. Discusses new jobs with the customer in order to identify their needs and to find the best solution for the job.
- 2.2. Liaises with suppliers, contractors, workshop supervisors and other departments to discuss and formulate estimates.
- 2.3. Communicates and discusses with Workshop Supervisors to ensure their full understanding and expectations of the job.
- 2.4. Maintains close communications with Workshop Manager and supervisors to keep updated on the progression of the jobs.
- 2.5. Informs customers about the progression of their jobs.
- 2.6. Maintains customer relationships and ensures a Customer focused approach to the day to day operations of the role.
- 2.7. Communicates with customers, staff and members of the community in a calm, professional manner that shows respect for individuals.
- 2.8. Initiates and promotes close working relationships with relevant service, groups and associations in the community.
- 2.9. Recognises values and accommodates the differences amongst team members.

### 3. USE OF RESOURCES & EQUIPMENT

- 3.1. Adopt and promote a preventative approach to the care and maintenance of the work place and office equipment.
- 3.2. Responsible for the timely and effective use of Job Tracks to maintain a safe and functional site and equipment.
- 3.3. Maintain a secure environment for Customer and Staff related records.

### 4. PERSONAL & STAFF DEVELOPMENT

- 4.1. Identifies and communicates own training needs to the Workshop Manager.
- 4.2. Ensures personal awareness of site / services and Company's philosophy, values, policies and procedures.
- 4.3. Sets personal goals and evaluates own performance with the Workshop Manager.
- 4.4. Successfully completes mandatory training and updates in a timely manner.

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### 5. OCCUPATIONAL HEALTH & SAFETY & ENVIRONMENTAL

- 5.1. Encourages a collaborative approach to workplace & environmental safety issues.
- 5.2. Actively participates in the Company's Quality, Environmental and OHS Management Systems by attending training, education or work experience.
- 5.3. Reports hazards or unsafe work practices as per the Company Policy & Procedures.
- 5.4. Takes responsibility for ensuring own personal safety and health at work and avoids adversely affecting the safety and health of any other person.
- 5.5. Consults and cooperates with OHS representatives, staff and management on matters of occupational safety and health and Environmental issues.

### 6. CONTINUOUS QUALITY IMPROVEMENT

- 6.1. Identifies quality improvement activities in relation to day to day operations in the Department and shares them with the Workshop Manager.
- 6.2. Participates in Quality Improvement Activities.
- 6.3. Offers suggestions to improve work practices and customer service.
- 6.4. Supports change in the work place as a result of continuous quality improvement activities.

### 8. SALES & MARKETING

- 8.1. Develops relationships with existing and potential clients to maximise the companies profile in the marketplace and ensure repeat business.
- 8.2. Liaises with potential clients in order to secure sales.
- 8.3. Maintains long-term relations with the key existing clients
- 8.4. Contacts the customers for feedback on quotes that have been sent.
- 8.5. Works closely with the Workshop Manager and other Managers, Supervisors & staff to promote a positive awareness of the Company within the wider community.

### Education & Experience

#### ESSENTIAL

- Fitter and Machinist trade qualifications including CNC machining and good working knowledge of fabrication/welding.
- Working knowledge of production and manufacturing costing and estimating.
- Demonstrated ability to read and interpret blueprints, schematics and specifications.
- Excellent organisation skills.
- Ability to demonstrate a highly proficient level of computer skills including spread sheet and word processing and database programs.
- Ability to maintain a high level of accuracy in preparing and entering information;
- Evidence of effective communication skills (both oral and written) and interpersonal skills which build and develop teamwork and establish effective working relationships with customers.
- Ability to work in a team environment with minimum supervision, demonstrating initiative for priority setting, goal achievement and time management.
- Results orientated individual who can demonstrate stability of performance under pressure.
- Evidence of understanding and use of quality principles within a medium sized service delivery operation.
- Demonstrated ability with conflict resolution.
- Demonstrated ability to function as part of a team and foster effective working relationships.
- Ability to contribute to effective public relations of the Company.
- Evidence of effective self-management principles.

#### DESIRABLE

- Hold a current 'A' Class Driving Licence.
- Hold a current First Aid Certificate

## Job Description

The statements in this Job Description are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**I certify that I have read and understand the responsibilities assigned to this position.**

\_\_\_\_\_  
Manager's Signature

\_\_\_\_\_  
Manager's Name

\_\_\_\_\_  
Date

**I certify that this job description is an accurate description of the responsibilities assigned to the position.**