



Outline Job Description

Job Title: Engineering Department
 Call Centre Operator & Administration
 Office
 Ranadi Engineering office
 13/01/22

<p>Department where job is located, Job to which it reports to.</p>	<p>Operations Reporting to: Engineering Manager (day to day activities)</p>
<p>Purpose why the job is there, in one sentence</p>	<p>i) To ensure all service calls, internal and external, received at the call centre are appropriately logged and distributed. This position also maintains the Master Work Order Log Sheet through the EMIS (Engineering Maintenance Information System).</p> <p>ii) All admin work and finance related work delegated by the Engineering Manager, Engineers and Asset Supervisor is part of the Job description.</p> <p>iii) Maintain Inventory of tools & parts in the workshop.</p> <p>iv) Provide front line support which include repair and maintenance of Point of Sales (POS) Computer system at South Pacific Oil Service Stations.</p> <p>v) Directly liaise with IT Team on IT matters related to Service station POS system.</p> <p>Principle area of responsibility include:</p> <p>The position holder will be responsible for the following activities. This is not an exhaustive list and the position holder will be expected to perform other duties as directed by the Engineering Manager.</p> <ul style="list-style-type: none"> ▪ Receiving and logging internal and external service calls. ▪ Distribution of service calls in accordance with the Work Management Process ▪ Maintaining the Master Work Order Log Sheet ensuring that it is updated and forwarded to the Engineering Manager on monthly basis. ▪ Complying with SPO HSSE requirements and other company policies and actively promoting and displaying safe work practices. ▪ Attendance at Weekly Planning Meetings. ▪ Participation in maintenance improvement initiatives as



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	<p>directed by the Engineering/Operations Manager.</p> <ul style="list-style-type: none"> • Act as focal point for dissemination and cascading of information on new technology and standards in engineering construction and maintenance • Act as focal point on dissemination and cascading of information on policies, directives and other issues both from management to staff, and from staff to management. • Ensure physical assets in Ranadi are kept safe, and verified and matched to Fixed assets listing in SAP. • Maintaining the Engineering Information Management System (EMIS) • Act as front line support to service stations on matters related to ICT • Whenever required will always liaise with IT Team on EMIS upgrade and other matters related to ICT 	
<p>Dimensions selection of relevant annual figures (costs, revenues, margins etc) on which the job has some impact, including unit's operating cost (figures +/- 20%)</p>	<p>Revex: SBD: NIL Capex: SBD: NIL</p>	<p>Subordinates : 0</p>
<p>Principal Accountabilities specify the most important 4-6 end-results for which an incumbent would be held responsible at the end of the year</p>	<p>Provision of Technical Services To The Businesses –</p> <ul style="list-style-type: none"> i) To manage the provision of effective technical maintenance input to the Engineering Information Maintenance System in Projects and maintenance to improve Asset Integrity and also awareness in the HSE performance of the department. ii) To actively support Engineering department in admin/finance system from raising Requisition, maintaining food ration, petty cash, processing invoices 	



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	<p style="text-align: center;">and office stationarys.</p> <p>Asset Maintenance- The planning, implementation and cost/budget inspection, preventative and repair maintenance of asset to achieve appropriate levels of operational integrity and reliability. Also the maintaining of the EIMS System.</p> <p>Organisation - The managing the Engineering Department Office apart from the Asset Maintenance operational needs from maintenance parts requests.</p>
<p>Decision-Making describe the most demanding types of decision made by this job rather than by the level above or below</p>	<ul style="list-style-type: none"> • Prioritising work requests in the EMIS and send Work Orders on time to the Asset Supervisor.
<p>Qualifications and Experience Required essential qualifications for any new incumbent</p>	<ul style="list-style-type: none"> • Certificate in Information Technology or related field with some background experience on Engineering, Administration/ Finance is recommend. • Minimum of 5 years in the oil industry, preferably in Operations or Engineering or Adminstartion & Finance. • Must be familiar with Inventory Management systems, including reconciliation of materials, parts and etc.
<p>Competencies Required describe what knowledge, skills and abilities would be required in any new incumbent, stating how these might typically have been acquired (e.g.</p>	<ul style="list-style-type: none"> ▪ Excellent verbal and written communication skills with the ability to communicate clearly to clients, subordinates, peers and superiors. ▪ Good IT skills – Computer troubleshooting, basic software, hardware, networking, MS Word, Excel and Outlook ▪ Good time management skills and an ability to priorities multiple tasks ▪ Ability to adhere to deadlines



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experience, training, special abilities)	
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