

## Costa Position Description

<b>Position Title:</b>	Maintenance Coordinator
<b>Department:</b>	Maintenance
<b>Reporting To:</b>	Maintenance Manager
<b>Deputy:</b>	All Deputy positions for site are designated within the QA Organisational Chart. Refer to the QA Organisational Chart to determine if a Deputy position is applicable to this role
<b>Location:</b>	Monarto
<b>Reviewed:</b>	September 2024
<b>Version:</b>	V1.0

### 1. Basic Summary of Position:

The Maintenance Coordinator will be responsible for processing maintenance work orders and requests in accordance with the site priorities, engaging and managing trade contractors, assisting with computerised maintenance management system development and optimisation, and ensuring all spare parts are purchased and stored as required by the business.

### 2. Key Accountabilities and Responsibilities:

<b>Accountability and Responsibilities:</b>
<ul style="list-style-type: none"> <li>• Ensure maintenance work requests, work orders and PM tasks are received, processed, and allocated in accordance with the priority plan and within the Computer Maintenance Management System (CMMS) – MEX.</li> <li>• Process purchase orders and manage delivery times and other details arranged with suppliers to ensure smooth flow of goods are despatched and received.</li> <li>• Engage and manage service contractors in accordance with the company's quality and safety standards and process service reports received from Contractors.</li> <li>• Manage a complete list of all stock inventory in the CMMS and assist with monthly stocktakes, as required.</li> <li>• Generate reports on a routine or request basis including Repairs and Maintenance spend, OEE, hazard/incident KPI graphs/charts.</li> <li>• Assist to train all CMMS users so that they are competent using the platform.</li> <li>• General admin duties, typing, printing, copying, emailing, file management.</li> <li>• Proactively assist with any administrative duties associated with Projects including scheduling, as requested.</li> <li>• Engage with all site stakeholders to keep them informed on day-to-day maintenance activities.</li> <li>• Undertake other duties as required and directed by the Maintenance Manager.</li> <li>• Contribute by making positive suggestions on improvements to safe work practices.</li> <li>• Participate in learning and development initiatives.</li> <li>• Participate in the fostering of an environment that complies with Company policies.</li> <li>• Support Costa employees and managers to achieve best practice HS&amp;E, Injury Management, Communication &amp; Collaboration, EEO, Diversity, Food Safety and Quality Assurance, Customer Service and Continuous Improvement.</li> <li>• Support Costa values and principles.</li> <li>• Support and comply with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees.</li> </ul>

- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work.
- Work in accordance with the policies and procedures of the company, as amended from time to time.
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others.
- Report any hazards, incidents or near misses immediately.
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.
- Ensure compliance at all times with Food Safety and Quality requirements throughout employment

### 3. Key Challenges:

- Communicate with key stakeholders to ensure that those involved, are kept informed and are 'on the same page'.
- Support the introduction of systems that will enable Costa to manage a complete and integrated list of all assets and stock inventory.
- Ensure that repairs and maintenance information is centralised, is always current and available to all stakeholders.
- Provide a pro-active, responsive, and efficient service by ensuring all deadlines and standards are consistently met.
- Work within limits of role and advise Maintenance Manager of any issues/gaps in Costa's systems and processes.
- Continually challenge own understanding.
- Provide and present accurate, comprehensive, and timely data/information.

### 4. Candidate Requirements:

#### (a) Education, Qualifications, Training:

- Experience in workforce planning and scheduling is preferred

#### (b) Experience, Skills, Knowledge:

- Previous experience in a similar role preferred
- Strong time management skills
- Customer first approach
- High level computer skills including Microsoft suite.
- High level proficiency using a CMMS system (MEX preferred)
- Ability to identify and resolve problems effectively and efficiently.
- A high level of accuracy and attention to detail.
- In depth understanding of formal escalation and review processes.
- Excellent communication (oral and written) and interpersonal skills.
- An ability to build strong and collaborative working relationships with internal and external stakeholders.
- Ability to work independently and demonstrate initiative.
- Excellent organisational, time, and priority management skills to achieve set objectives within timeframes for self and others.
- Demonstrated ability to interact positively, and work harmoniously with others at all levels of the organisation to convey information, exchange views and resolve problems.

#### (c) Competencies/Character Qualities/Values:

- Determination – acting decisively and with a sense of urgency



- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety