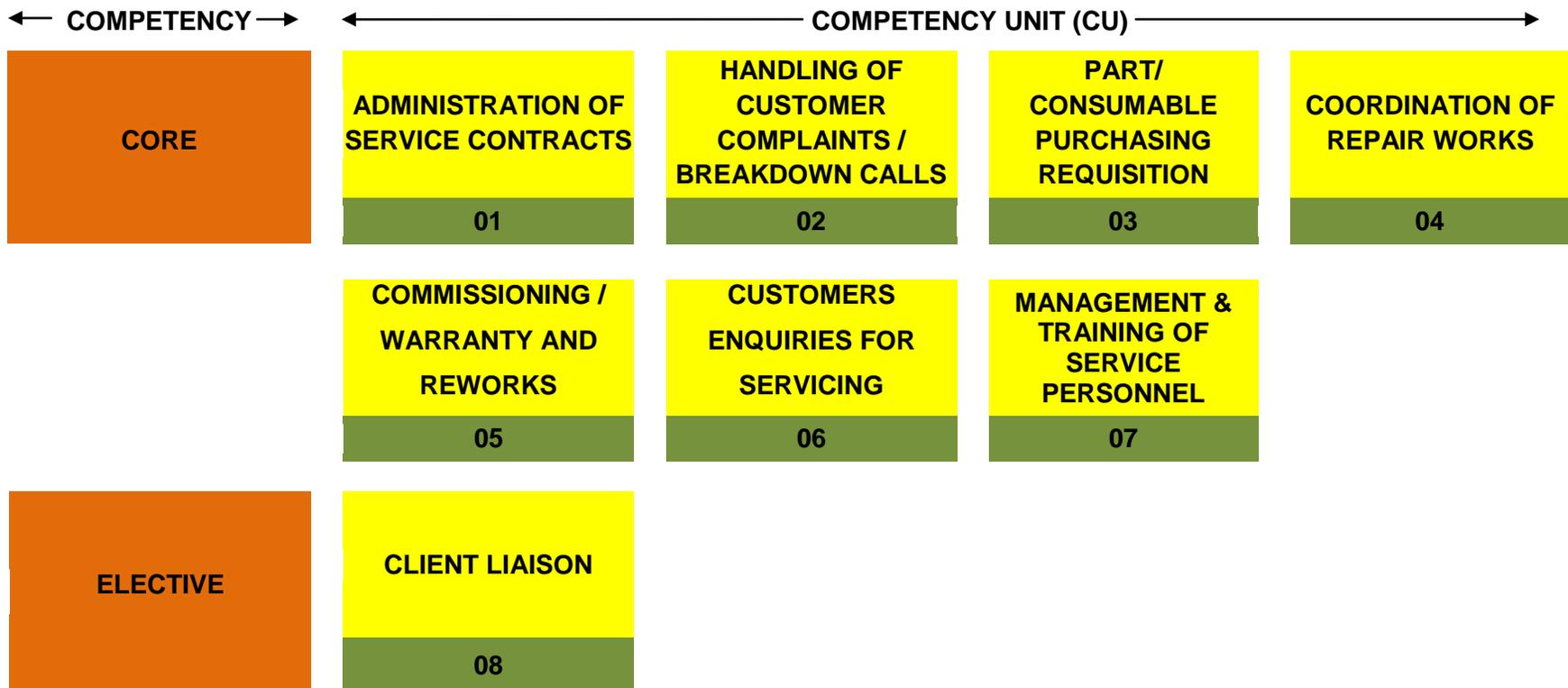


**JOB PROFILE CHART (JPC)**

<b>SECTOR</b>	<b>MECHANICAL ENGINEERING</b>		
<b>SUB SECTOR</b>	<b>HEATING VENTILATION AIR-CONDITIONING (HVAC)</b>		
<b>JOB AREA</b>	<b>HVAC INSTALLATION AND MAINTENANCE SUPERVISION</b>		
<b>JOB LEVEL</b>	<b>THREE (3)</b>	<b>JOB AREA CODE</b>	



**COMPETENCY PROFILE (CP)**

<b>Sub Sector</b>	<b>HEATING VENTILATION AIR-CONDITIONING (HVAC)</b>
<b>Job Area</b>	<b>HVAC INSTALLATION AND MAINTENANCE SUPERVISION</b>
<b>Level</b>	<b>THREE (3)</b>

<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>CU Work Activities</b>	<b>Performance Criteria</b>
1. Administration of service contracts	01	Administration of service contract is focus on ensuring all service contracts are managed and fulfilled in a timely manner and within allocated costing	1. Arrange schedule for servicing <ul style="list-style-type: none"> <li>- Monthly</li> <li>- Bi Monthly</li> <li>- Quarterly</li> <li>- 6 month once</li> <li>- Once a year(annual service)</li> </ul> 2. Monitor service according to contract	1. Service contract are fulfilled in timely manner  2.1 Service contract are fulfilled within budget 2.2 Source of services contract confirmed (transport/labor/time charge)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Prepare bill of service contract  4. Prepare contract termination	3.1 Billing is done within stipulated time frame  4.1 Contract are of value to the company's growth
2. Handling of customer complaints / breakdown calls	02	Handling of customer complaints / breakdown call is focusing on attending to customers complaints / breakdown calls has stipulated in service contracts and associated action to resolve the complaint of breakdown calls.	1. Acknowledgement of the receive complaints - Call  2. Handling types of complaint - Man skill level - Complicated / simple  3. Assignment deployment suitable technician  4. Receive fault report	1.1 Fulfillment part of the contract  2.1 Level of complaint determined  3.1 Right judgment of the deployment  4.1 Interpret the report

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Follow up decision on default report  6. Rectify customer complaints report - Quotation - For customer information  7. Follow up customer feedback / periodical reminder to customers	5.1 Decision disclosed  6.1 Know costing of repair quotation and customer handling  7.1 effective customer handling
3. Part/ consumable purchasing requisition	03	Part and consumable purchasing requisition is focus on maintaining an optimum level of consumable and common parts for the smooth operation of the service company	1. Identify Inventory level consumables  2. Identify inventory level of common parts	1.1 Maximum and minimum level of consumer inventory determined  2.1 Maximum and minimum level of common parts determined

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Request parts and consumables inventory	3.1 Review inventory level on the monthly basis
4 Coordination of repair works	04	Coordination of repair works is focus on ensuring all repair works are fulfilled within the stipulated time frame and allocated budget.	1. Arrange repair works schedule 2. Check consumable and parts availability 3. Assignment and deployment of suitable technician for the repair work 4. Prepare completed repair work bill	1.1 All repair works are fulfilled within the stipulated time frame 2.1 Correct consumable and parts are prepared for the repair work 3.1 The repair work can be satisfactorily fulfilled 4.1 All repair work completed are billed in the timely manner
5 Commissioning / warranty and reworks	05	Commissioning / warranty and reworks are focus on; - New equipment are commissioned	1. Commission new equipments	1.1 Equipments commissioned performed according to IOM manual

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>according to manufacturers IOM (installation, operation, and maintenance) manual</p> <ul style="list-style-type: none"> <li>- Warranty of new equipments are honored</li> <li>- Rework on repair works are honored</li> </ul>	<ol style="list-style-type: none"> <li>2. Handle warranty of new equipments</li> <li>3. Execute reworks on repair works</li> </ol>	<ol style="list-style-type: none"> <li>2.1 Warranty of new equipments are honored in a timely manner</li> <li>3.1 Reworks on repair work are honored in a timely manner</li> </ol>
6 Customers enquiries for servicing	06	Customer's enquiries for servicing are focus on attending to all customers enquiries on installation, servicing and repairing of air conditioning equipments.	<ol style="list-style-type: none"> <li>1. Acknowledgement of the customers enquiries</li> <li>2. Handle customer enquiries</li> <li>3. Follow up customer enquiries <ul style="list-style-type: none"> <li>- Quotation</li> <li>- information</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1.1 customers handling skills</li> <li>2.1 Responds to customer befitting the company capabilities and image</li> <li>3.1 Responds to customer enquiries with clarity in timely manner</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7 Management & training of service personnel	07	Management & Training Of Service Personnel is focus on training and career advancement of service technician.	<ol style="list-style-type: none"> <li>1. Handle career development training program for service technician</li> <li>2. Train and imparts of knowledge and skill</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Career development training program in place</li> <li>2.1 Technician are properly trained for the job</li> </ol>
8 Client liaison	08	<p>Client liaison are focusing on;</p> <ul style="list-style-type: none"> <li>- Meeting and communicating with customers on their specific requirements on maintaining their air conditioning equipments.</li> <li>- It is also selling the service company's capabilities and value added services to customers.</li> </ul>	<ol style="list-style-type: none"> <li>1. Analyze the customers need</li> <li>2. Propose client liaison solutions</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Served customers according to the needs</li> <li>2.1 Value added type of services</li> </ol>