

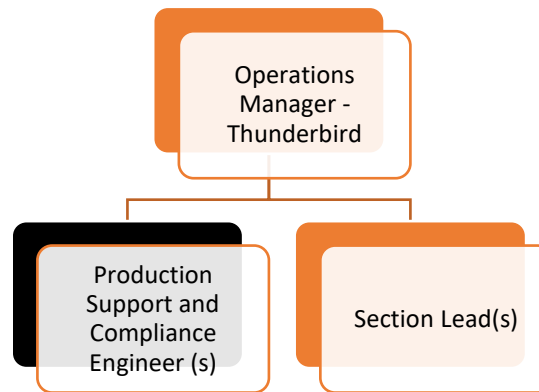
POSITION DESCRIPTION

Position Title: Production Support and Compliance Engineer	Direct Manager: Operations Manager - Thunderbird	
Budget Responsibility: Nil	Direct Reports: Nil	Indirect Reports: Nil

WHAT YOU'RE HERE TO ACHIEVE

Key purpose: The primary responsibility of the Customer Service & Product Specialist is to provide pre and post-sales advice and support for all Thunderbird products. The role will include providing for support with our manufacturing equipment, ensuring a continuous improvement to our equipment to ensure they are operating to the best possible outcomes, safety and compliance testing including ensuring accurate documentation, process improvement and optimization.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Production section leads, production team members, customer service team, commercial manager, accounts and finance. Group production team, group safety and compliance team	Regulatory bodies Production equipment suppliers and support

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Equipment Support and Maintenance	<ul style="list-style-type: none"> • Ensure optimal operation and maintenance of electronic manufacturing equipment. • Conduct regular equipment inspections and preventive maintenance to reduce downtime. Quickly resolve technical issues to support continuous production, achieving over 95% equipment availability.
Safety and Compliance Testing	<ul style="list-style-type: none"> • Conduct rigorous safety and compliance tests on all manufactured products. • Verify that products meet both internal standards and regulatory requirements, ensuring 100% compliance. Document test results accurately and recommend improvements to enhance product safety.
Documentation and Reporting	<ul style="list-style-type: none"> • Maintain clear, detailed documentation for all support, testing, and compliance activities. • Ensure that all records are complete, accurate, and easily accessible, supporting both regulatory audits and internal quality control. Provide timely reports on equipment performance and compliance issue
Process Improvement and Optimization	<ul style="list-style-type: none"> • Identify and implement improvements in production processes to enhance efficiency and quality. • Analyze production data to reduce variability, contributing to a consistent 10% increase in process efficiency each quarter. Implement changes that improve equipment reliability and safety compliance
To operate actively as part of the greater Thunderbird Ag Australian Team	<ul style="list-style-type: none"> • Provide support to other team members as and when required • Participate in the implementation and achievement of team objectives and action plans • Actively participate in team meetings • Assist in supporting team events and ensuring that peers act responsibly and professionally • Ensure that dress standards are maintained at an expected level resulting in a professional representation of the Company • Ensure that behaviour and activities are maintained in terms of policy • Be prepared to share knowledge and experience to all team members both individually and at team meetings to assist the team meet overall objectives • Ensure that confidentiality is respected and maintained to ensure that no one person is disadvantaged and to ensure that a competitive advantage is maintained at all times
To comply with Administration Policy	<ul style="list-style-type: none"> • Maintain all company tools of trade in a safe and professional condition • Complete all administrative functions in a timely and professional manner in terms of policy

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience:

- Certificate 4 Electronics

Skills / Competencies:

- Knowledge of livestock equipment or agriculture industry is a desirable.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities with a proactive approach to customer issues.
- Ability to multitask and prioritize in a fast-paced environment.
- Proficiency in MS Office (Word, Excel, Outlook) and experience with CRM software.
- Attention to detail and accuracy in order processing and data entry.

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

