

# Job Description: Piano Technician

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<b>Job title</b>	Piano Technician
<b>Reports to</b>	Lead Piano Technician
<b>Direct Reports</b>	N/A
<b>Location</b>	Primary location is Auckland, but services customers nationwide.

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## PRIMARY PURPOSE

The purpose of the Piano Technician role is to provide quality technical services and, in particular, in relation to the Company's Exclusive Steinway dealership agreement. The Piano Technician is expected to be able to deliver technical services to a high and professional standard, deliver positive outcomes for the company brand, staff, and strategic partners.

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## KEY ACCOUNTABILITIES

### Lewis Eady Showroom

- Ensure all showroom pianos are tuned and maintained to a high standard at all times.
- Carry out the 'set up' of new pianos in the showroom.
- Uphold industry-level health and safety standards across all events and conduct appropriate staff training as required

### General Tuning

- General tuning and maintenance Nationwide to client's pianos in accordance with the technician model booking system.
- Appraising pianos for customers where required and providing referrals to Lewis Eady where possible

### Institutional work

- Annual maintenance to Institutional Steinway pianos as per their individual contract.
- Establishing relationships and liaising with local technicians that are responsible for general concert tunings.
- Report writing in relation condition, future and preventative maintenance and replacement.

### Steinway

- Undertaking Steinway training to upskill as and when required in particular in relation to Steinway Spirio
- Representing the Steinway brand to the highest possible level.
- Assisting with Steinway sales at all levels

### Health and Safety

- Responsible for ensuring the health, safety, and welfare of your staff. Demonstrates employee health, safety and welfare is a high priority by incorporating health, safety and wellbeing into regular formal and informal group and individual meetings. Allocates resources to support organisational commitments to health, safety and wellbeing. Maintains currency with organisational policies and procedures related to
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health safety and wellbeing and ensures staff are aware of, and applying these. Role models personal responsibility in health, safety and wellbeing.

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## KEY RELATIONSHIPS

### Internal

- Chiron Group senior management
- Lewis Eady staff and management
- Administrative and support staff

### External

- External stakeholders including Steinway clients both private and institutional
  - The general technician community and especially technicians that look after Steinway pianos locally
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## TECHNICAL CAPABILITIES, QUALIFICATIONS AND EXPERIENCE

- High Level Piano Technician qualifications
  - Minimum of 4 years experience as a full time piano tuner and technician.
  - Minimum of 1 year overseas tuning and technician experience.
  - Member of the NZ Tuners and technician Guild
  - Steinway Academy trained (desirable)
  - Steinway Spirio Play and Record trained (desirable)
  - Full and clean Driver Licence
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## BEHAVIOURAL COMPETENCIES AND PERSONAL ATTRIBUTES

- Dedicated to the 'Art' of being a piano technician
  - Presentable and sociable with both internal and external stakeholders.
  - Continuously improving working processes and relationships to benefit the wider business
  - Setting high standards of performance for self and others
  - Assuming responsibility, accountability, and taking initiative
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*Disclaimer: This document is intended to describe the general nature and level of work being performed by the individual in the assigned job. They are not constructed as an exhaustive list of all responsibilities, duties or skills required for the right candidate. From time to time, all personnel may be required to perform duties outside of their normal responsibilities and hours as needed.*

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