

# We Are Hiring.

**Position:** Technical Service Supervisor

**Location:** Lae

**Employment Type:** Full-Time

## Overview:

The Technical Service Supervisor is responsible for overseeing the day-to-day operations of the Technical Services team across Lae and POM. The role focuses on ensuring all tinting systems, colour matching activities, technical equipment, and field support services are carried out safely, efficiently, and in line with our quality and safety standards.

This position leads technical staff, coordinates service activities, maintains and calibrates critical equipment, and supports quality, safety, and compliance across all relevant departments.

## Key Responsibilities:

- **Technical Support & Operations**
  - Supervise tinting, colour matching, product preparation, and technical service activities.
  - Provide on-site support to the sales team, QC, production, warehouse, and customers as required.
  - Ensure accurate mixing, colour formulation, product testing, and technical troubleshooting.
  - Assist with marine coatings, industrial coatings, and protective coatings support.
- **Equipment Maintenance & Calibration**
  - Oversee maintenance, servicing, and calibration of tinting machines, mixers, scales, pumps, and other technical equipment.
  - Manage breakdowns and coordinate with external technicians or suppliers for repairs.
  - Ensure all technical equipment is safe, compliant, and operating within specifications.
- **Quality & Compliance**
  - Ensure all technical tasks meet Dulux quality standards and safety guidelines.
  - Monitor usage of raw materials, tints, and consumables, ensuring accurate stock levels.
  - Support QC lab with sample preparation, testing, and reporting when required.
  - Enforce safety procedures, SOPs, and compliance requirements across technical activities.

## Key Responsibilities (Cont...):

- **Team Leadership & Coordination**
  - Supervise Technical Assistants and provide task allocation and daily guidance.
  - Train staff on tinting systems, colour tools, product knowledge, and technical processes.
  - Support performance reviews and identify skills gaps for training and development.
  - Collaborate closely with sales, operations, and supply chain to meet customer and production needs.
- **Reporting & Administration**
  - Maintain accurate records of maintenance, calibrations, colour formulas, and product adjustments.
  - Prepare daily/weekly operational reports for the IT & Technical Service Manager.
  - Monitor consumables, issue requisitions, and ensure timely replenishment.
  - Assist with project implementation and product launches.

## Skills & Qualifications:

- Certificate, Diploma, or training in Technical Trades, Chemistry, Engineering, or related field.
- Experience with tinting, paint application, colour matching, or coatings (preferred).
- Strong mechanical or technical troubleshooting ability.
- Basic computer literacy.
- Experience supervising or leading small teams is an advantage.

## How to Apply



Do you have what it takes to be in our team? Forward your application with the attachment of your Updated Resume plus other supporting documents through to:

**The Recruitment Team**  
**People, Culture & Change Department**  
**DuluxGroup PTE LTD**  
**P.O. Box 1105, Lae, 411, Morobe Province**

or

Email: [recruitment@dulux.com.pg](mailto:recruitment@dulux.com.pg)

**Applications close on 10<sup>th</sup> February 2026.**

*Only shortlisted candidates will be contacted for an interview.*

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