

INFRASTRUCTURE WOMEN IN FOCUS



WIN NZ has been established to increase the visibility of women in the infrastructure sector. Every month we profile a different woman working in a different part of the industry. If you would like to be profiled, or would like to nominate someone to be profiled, please answer the questions below and send your picture through to [Tara](#).

We'd like to introduce Nicole Fleming as our next Woman of Focus. In addition to her role at Aurora Energy, Nicole is also a member of the WIN Otago/Southland committee.



NICOLE FLEMING
OUTAGE PLANNER



1. What company or organisation do you work for and what is your role there?

I work for Aurora Energy Limited as a Network Access Planner. My role is to plan all works on the network with internal and external stakeholders.

2. Tell us about your career background and how you got to this position/role?

I have a background in customer service which helped me get into my current role. I started at Delta a week before the separation into two companies (Delta and Aurora) and moved to Aurora on the customer service team. We were a small company when I started so there was just myself and one other in this role. While working as a customer service representative I was learning about the network and the software that was used, and it really intrigued me. When my current role came up I had no experience whatsoever in the Electrical Distribution industry other than my eight months as a customer service representative, however it was a path I wanted to explore. I wrote down the job description and noted everything in it that I could complete and then the things I didn't know how to do. I wrote out how I was going to learn them and took my notes to the interview. I guess it showed my motivation and determination to learn so I was offered the position.

3. Tell us about a project you are currently working on and why it interests you?

I am currently working on a project that will allow our staff to have visibility over all works. It interests me as it makes my job a lot easier if everyone can see what work is coming up and where. It also helps us to reduce the impact to the customer by allowing people to slot their work into already planned areas.

4. What's the hardest job you've ever done and why?

I think being a customer service representative is one of the most underappreciated roles. To have people calling you all day (a lot of these calls are not happy calls either) and answering the queries your colleagues don't have to is very hard. In this role, my job at ACC was the hardest. Dealing with injured people and listening to how upset they were and the many ways they were struggling was difficult. I felt like I took a lot of my work home mentally in this role.

5. Can you think of one example where your "diversity" has materially affected the outcome of a work situation or project, either positively or negatively?

Not having a typical electrical background has definitely helped in my work. It gives me the opportunity to look at outcomes differently and see things others may not. It has also affected how I learn. Everything I have learnt is by doing the work and seeing how everyone around me is working and I adapt my outcome to this. I studied to be a hairdresser, went into customer service and banking, and now distribution electricity. I think all the roles I have been in help me work alongside a variety of people and it is great that in I am able to do this my role at Aurora Energy.

To learn more about careers with Aurora Energy click [here](#), or you can connect with Nicole on [LinkedIn](#).

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