

POSITION TITLE	Water & Waste Technical Support Officer
DEPARTMENT	Infrastructure Services
GROUP	Water & Waste
LOCATION	Kowa Street Depot Mareeba
CLASSIFICATION / LEVEL	LGOA Level 2
REPORTS TO	Manager Water & Waste

Department Summary

The Infrastructure Services Department is responsible for the planning and delivery of Council’s capital works and major operational works programs.

Department business units include:

- Works
- Technical Services
- Water & Waste
- Assets & Projects

Position Summary

The Water & Waste Technical Support Officer will provide technical and administrative support to the reticulation, treatment and waste operation teams. The role entails the administration of work orders and contracts.

Key Responsibilities

- Schedule, monitor, maintain and report on the performance of water and waste operations using works orders with assistance from finance and management including analysing data that can be used for strategic analysis for sewer overflows, water main breaks, new connections and water quality
- Provide daily administrative support to the water, wastewater and waste operations teams to manage the works orders system for reticulation, treatment and waste
- Monitor Customer Requests including delegating works to reticulation team, contacting customers regarding the status of works, create work orders and associated purchase orders
- Develop and maintain monthly preventative maintenance work schedules for reticulation and treatment operations in conjunction with supervisors, reviewing new and disposed assets for each site
- Procurement support including creating purchase requisitions for operations teams from source documents provided (quotes), creating vendor panel requests in accordance with procurement policy
- Receipt debtor invoices for reticulation, treatment and waste operations including Sunwater cost allocations for quarterly water billing
- Create sundry debtor invoice requests for fees and charges associated with water, wastewater and waste as per MSC policy
- Develop and maintain processes, registers and works orders to ensure compliance with backflow prevention requirements

- Assist in development and co-ordination and administration of relevant water, wastewater and waste projects, current and future
- Advise internal and external stakeholders of maintenance outages and interruptions to water supply
- Maintain and/or develop relevant policy documentation for water, wastewater and waste
- Maintain/develop and implement standard operating procedures for high-risk work tasks
- Collate and analyse water and wastewater raw data in preparation for regulatory compliance reporting to produce statistics for internal stakeholders and State Government agencies, including environmental characteristics to present to the Quality & Compliance Water and Waste Officer
- Assist with the control of asset documentation, work procedures, related forms and registers
- Collate and enter historic and current hand-written records into either Tech One or MS Excel, and transfer electronic files to designated storage folders
- Other reasonable duties as directed from time to time

Skills and Knowledge

- Well-developed computer skills both word processing and spreadsheet applications
- Proficient or has the ability to become proficient with the use of Council's Technology One database
- Demonstrated capacity to plan and manage multiple tasks/projects with tight timeframes
- Demonstrated experience and understanding in accounts payable and receivable
- Competent in formatting documents, documentation control, record keeping and retrieval
- Well-developed communication (both written and verbal) and interpersonal skills
- Ability to effectively prioritise tasks and work under pressure independently or in a team environment
- Ability to work with limited supervision and use own initiative
- Sound knowledge of Quality Assurance principles, systems and compliance
- An understanding of project specific and generic Inspection and Test Plans
- Well-developed policy writing skills
- Sound understanding of technical and legislative requirements for policy development
- Sound understanding of relevant Australian Standards and general knowledge of water, wastewater and waste operations

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C Class driver's licence
- Proven experience in a role relevant to water industry

Desirable

- Degree, Diploma or Certificate level qualifications in relevant field
- Experience in water and wastewater asset data collection and works orders administration

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

SCHEDULE S3

WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, the Council WHS Management System (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring you keep up to date and comply with WHS legislation and SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox, team talks or specific training organised by Council
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Working in a manner that will not endanger you, other employees or the public
11. Cooperate with any reasonable instruction given by Council officers
12. Report any safety concerns to your supervisor
13. Ensuring compliance with National Heavy Vehicle legislative requirements relevant of this position.

I have read and understand the above Position Description and WHS Responsibility Statement (S3)					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last Review Date: 7 March 2024