

<b>POSITION TITLE</b>	<b>Senior Water &amp; Waste Officer (Business &amp; Data)</b>
<b>DEPARTMENT</b>	<b>Infrastructure Services</b>
<b>GROUP</b>	<b>Water &amp; Waste</b>
<b>LOCATION</b>	<b>Mareeba</b>
<b>CLASSIFICATION / LEVEL</b>	<b>LGOA Level 5</b>
<b>REPORTS TO</b>	<b>Manager Water &amp; Waste</b>

### **Department Summary**

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

Department business units include:

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

### **Position Summary**

The Senior Water & Waste Officer (Business & Data) is responsible for the integrity and oversight of key business systems and processes within the Water & Waste section with a focus on billing, revenue assurance and management of operational contracts. The role ensures the accuracy of billing data and benefitted area records for water, sewerage and kerbside collection services, and oversees the delivery and continuous improvement of related revenue processes. A key responsibility is the management of Council's major operational contracts for Water & Waste services.

### **Key Responsibilities**

- Lead the delivery, monitoring and continuous improvement of water and waste billing and revenue assurance processes, including the application of accurate data for water, sewerage and kerbside collection services
- Undertake billing analysis and reconciliation for the Water & Waste section, including investigation and resolution of data discrepancies to ensure accurate benefitted area records are maintained for rating and revenue purposes
- Manage Council's key operational contracts for waste services (e.g., kerbside collection, transfer station operations, biosolids removal, waste transport and disposal), including contractor performance management, KPI setting and reporting, compliance and renewal processes
- Provide high-quality analysis and reporting on water and waste billing, revenue and contract performance to support decision-making and improve efficiency
- Oversee the implementation, operation and optimisation of Council's automatic meter reading (AMR) process to ensure seamless integration with Council's rating and billing systems
- Lead or contribute to water and waste business improvement projects, including system enhancements and process redesign
- Develop and maintain strong working relationships with internal and external stakeholders to support effective billing, data management and contract outcomes

- Provide high-level advice, guidance and support to the Manager Water & Waste and contribute to the broader goals of the organisation
- Other reasonable duties as directed

### **Skills and Knowledge**

- Strong analytical skills with demonstrated ability to interpret complex data sets, identify issues and develop practical solutions
- Proven experience in preparing, managing and monitoring operational contracts, including developing and monitoring KPIs and managing contractor performance
- Demonstrated ability to manage and improve billing or customer information processes in a utility or similar environment
- Strong commercial awareness and ability to ensure value-for-money outcomes
- High-level written and verbal communication skills, including the ability to prepare clear reports and liaise effectively with contractors, stakeholders and customers
- Strong problem-solving skills and capacity to implement process improvements across systems and workflows
- Advanced computer literacy, particularly in Microsoft Excel and the ability to work across multiple databases and platforms
- Proven ability to work both autonomously and collaboratively as part of a team, with resilience and the capacity to manage competing priorities

### **Qualifications and Experience**

#### ***Essential (Mandatory for the Position)***

- Current Queensland C class driver's licence
- Tertiary qualifications in business, commerce, contract management, data analysis or a related discipline, or significant demonstrated experience in a similar role
- Demonstrated experience in operational contract management, including setting and monitoring KPIs, contractor performance management and procurement compliance
- Demonstrated experience in data analysis, billing or financial assurance processes within a water, waste, utilities or local government environment

#### ***Desirable***

- Experience with automatic meter reading (AMR) systems or similar technology
- Knowledge of relevant legislation, policies and industry standards relating to water and waste services in Queensland
- Experience working within a local government or utilities environment
- Strong stakeholder engagement and negotiation skills

### **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.

### **Work 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.

Employees may be required at Councils discretion to undertake First Aid Officer, Fire Warden and other Work Health and Safety related functions and roles in accordance with their WHS Responsibilities as outlined in the Statement attached in Schedule S3. When required to perform these functions and roles Council will provide relevant training.

**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 talks, team discussions 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. Support safety in the workplace by undertaking first aid officer, fire warden and other WHS related functions in your workplace
11. Working in a manner that will not endanger you, other employees or the public
12. Cooperate with any reasonable instruction given by Council officers
13. Report any safety concerns to your supervisor
14. 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).					
<b>INCUMBENT NAME</b>		<b>SIGNATURE</b>		<b>DATE</b>	
<b>SUPERVISOR NAME</b>		<b>SIGNATURE</b>		<b>DATE</b>	

Last Review Date: 12 September 2025