



PO Box 1158  
25 Gateway Road  
Warrnambool 3280  
Phone: 1300 926 666  
Fax: 5565 6050

**Regional Offices**  
66 Gray St, Hamilton  
15 Townsend St, Portland

## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Civil Maintenance Operator</b>
<b>DEPARTMENT / BRANCH:</b>	Service Delivery / Maintenance
<b>SECTION:</b>	Civil Maintenance
<b>EMPLOYMENT TYPE:</b>	Full Time Permanent
<b>CLASSIFICATION:</b>	Band 3
<b>LOCATION:</b>	Wannon Water Service Delivery Area
<b>Date Approved:</b>	March 2016
<b>Approving Officer:</b>	General Manager Service Delivery

### **POSITION OBJECTIVES**

Under limited direction, perform civil maintenance activities to support the efficient operations of the organisations' water and wastewater network assets.

### **KEY RESPONSIBILITIES & DUTIES**

- Carry out reactive, proactive and corrective civil maintenance activities as directed.
- Monitor and record information utilising field based work management systems to ensure the business performance targets are met. To be completed in a timely manner as part of each work order activity.
- Ensure safe work practices are applied in daily activities, and promote the importance of a safe work environment to support the ongoing safety of all Wannon Water employees and members of the public.
- Oversee contractors working on Wannon Water Assets as required, and ensure the safe conduct of these operational activities in accordance with policies and procedures.
- Complete operational duties as directed by the Civil Maintenance Team leader or via Work Orders to support the Operations branch.
- Contribute to identification of ongoing improvement practices and efficiencies to deliver high quality services to the business and Wannon Water Customers.
- Uphold the values and performance standards of Wannon Water.
- Assist other teams within the Wannon Water Region with maintenance activities as required.
- Carry out other duties as directed.

# POSITION DESCRIPTION

## CIVIL MAINTENANCE OPERATOR



Participate in the after-hours standby roster as required.

### ORGANISATIONAL RELATIONSHIPS

RESPONSIBLE TO:	Civil Maintenance Team Leader
INTERNAL LIAISONS	All Wannon Water employees
EXTERNAL LIAISONS	Customers, contractors, utilities, municipalities, businesses and members of the general public.

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

Is expected to carry out work under general supervision, and apply discretion within standard practices and processes, undertaking and implementing quality control measures.

Will have contact with the public and other employees that involves explanations of specific procedures and practices.

Is accountable for the quality, quantity and timeliness of their own work in so far as available resources permit, and for the care of assets entrusted to them.

### JUDGEMENT AND DECISION MAKING

The position requires personal judgement. The nature of work is usually specialised with procedures well understood and clearly documented.

The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.

Often requires the quantification of the amount of resources needed to meet those objectives.

Guidance & advice are always available within the time available to make a choice.

### SPECIALIST SKILLS & KNOWLEDGE

Proficiency in the application of relevant standard procedures, practices and / or in the operation of equipment or knowledge of the use of plant which requires a limited degree of skill or adaption.

Possess a reasonable understanding of the relevant technology, procedures and processes used with the civil maintenance team.

### MANAGEMENT SKILLS

Will assist other employees in carrying out their tasks where required.

### INTERPERSONAL SKILLS

Has the ability to gain co-operation and assistance from customers, members of the public and other employees in the performance of well-defined maintenance activities.

### QUALIFICATIONS & EXPERIENCE

# POSITION DESCRIPTION

## CIVIL MAINTENANCE OPERATOR



### **Essential**

Current drivers license

Working towards completion of Certificate III in Water Industry Operations.

### **Desirable**

Minimum of three years experience in a relevant area of work

Medium – rigid truck license

### **INTEGRATED MANAGEMENT SYSTEMS**

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001:2008, Quality management systems - Requirements
- AS/NZS ISO 14001: 2004, Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: 2004, Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS 4801: 2001, Occupational health and safety management systems - Specification with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

### **OTHER INFORMATION**

All successful applicants appointed to Wannon Water are subject to the following:

- Referee Check
- National Police Records Check
- Pre employment medical assessment

Operational employees may also require vaccinations for Hepatitis A & B, a hearing test and a lung function test

#### **Probationary Period**

All successful applicants will be subject to a three month probationary period. This may be extended to six months if required.

#### **Code of Conduct for Victorian Public Sector Employees**

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

#### **Policies and Procedures**

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"He or she shall not use the position for his or her personal gain or advantage, nor disclose any

# POSITION DESCRIPTION

## CIVIL MAINTENANCE OPERATOR



confidential information which may be acquired as a result of his or her employment by the Corporation”.

Wannon Water employees will demonstrate the values of Wannon Water being:

- **Think It!**
  - Be creative & innovative
  - Embrace change & new ideas
  - Show initiative
  - Rise to the challenge
  
- **Work It!**
  - Act today for tomorrow
  - Deliver & add value
  - Get on board & have fun
  - Listen, learn, share & grow
  
- **Own It!**
  - Follow through
  - Take responsibility
  - Walk the talk
  - Celebrate our successes

### **Intellectual Property and Records**

All employees will be accountable and responsible in managing and protecting Wannon Water’s intellectual property. Employees will be required to accurately capture and record accurate data in daily business activities and support any decisions made in the Records Management System.

### **Integrated Management System**

Every employee has the right and obligation to continually improve the Integrated Management System and ensure its successful operation.

### **Occupational Health & Safety**

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 4801). These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

### **Equal Employment Opportunity**

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

### **Training & Development**

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee’s manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the

# POSITION DESCRIPTION

## CIVIL MAINTENANCE OPERATOR



necessary skills and competency to undertake their work.

<b>Employee</b>	<b>Manager</b>
Name _____	Name _____
Signature _____	Signature _____
Date _____	Date _____