

Position Description

Title	Maintenance Officer
Band	2
Location	Newhaven Head Office, Phillip Island
Department	Operations and Maintenance
Division	Assets and Operations
Reports To	Network Operations and Maintenance Coordinator
Direct Reports	Nil

The Maintenance Officer provides ongoing Network Operations and Maintenance services across the Corporation's water, wastewater and gas systems within agreed service standards 24 hours a day, 7 days per week.

Key Responsibility Areas

- To be part of a skilled, suitably resourced and equipped workforce capable of delivering operations and maintenance services by maintaining an effective 24 hour response to faults and emergencies 24 hours a day, 7 days a week across the Corporation's water, wastewater and gas systems.
- Within the scope of this role ensure that your activities and the activities of others at the workplace are undertaken in an environment of "Safety" and "Risk Management" awareness and in accordance with all relevant Occupational Health and Safety and Risk policies and procedures.
- Comply with all operational processes and procedures, letting Coordinators and Managers know if the processes or procedures need updating, amending or improving.
- Accurately, consistently and in a timely manner complete all required work orders and paper work detailing activities undertaken.
- Ability to effectively and efficiently operate within a team environment.
- Ability to communicate clearly with customers, team members, coordinators, managers and contractors as well as provide written communication, in the form of memos, notices and standard forms.
- To be committed to working in a "Safety" and "Risk Aware" environment with work quality and customer service meeting expected standards in the field.
- To provide information on infrastructure or service issues that may assist in developing reactive and preventative maintenance programs and Asset Management Information System.
- Understanding of reactive and preventative maintenance principles, procedures, technologies and associated documentation, for water, wastewater or other utility systems including but not limited to confined space entry, trench shoring, traffic control, asbestos removal, pump maintenance.

- Limited skills to undertake a broad range of activities, including but not limited to mechanical aptitude, work at heights, confined space,
- Safely and competently operate medium mechanical plant and equipment, chainsaws, demolition saws, jetting machines.
- To be available for after hours on call roster for network operations and maintenance tasks.
- Safe, efficient and effective use of “Tools of Trade” provided by the Corporation.

Qualifications and Experience

- Completed Year 10 or equivalent.
- Well developed administrative and computer skills.
- Current drivers licence suitable for Victoria.
- Previous experience in the operation and maintenance of utility infrastructure is desired.
- Evidence of mechanical aptitude.
- Qualifications through prior training in confined space, traffic signing and OH&S practices is desired.

Management and Interpersonal Skills

Some positions in this band are at the “work face” while others involve supervision of employees or groups of employees.

All employees at this level should have sufficient freedom to plan their work at least a week in advance.

Where supervision is part of the job, it is expected that the supervisor will assist other employees in their tasks where required.

Supervisors are also expected to have knowledge of personnel policies and practices applicable to the work performed and supervised employees.

Positions in this band require the ability to gain co-operation and assistance from members of the public and other employees in the performance of well-defined activities.

Employees in this band may also be expected to write reports in their field of expertise and complete all of the reporting requirements of the position.

Accountability and Extent of Authority

Employees in this band are expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures.

Employees in this band may exercise high precision trade skills using various materials and/or specialised techniques.

Positions in this band provide direction, leadership and on-the-job training to supervised employees or groups of employees.

Employees with supervisory responsibilities are required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and made aware of all occupational, health and safety policies and procedures.

Employees in this band should have sufficient freedom to plan their work at least a week in advance.

Judgement and Decision Making

In positions in this band, the objectives of the work are well defined but the particular method; process of equipment to be used must be selected from a range of available alternatives.

For supervisors, the process often requires the quantification of the amount of resources needed to meet those objectives.

Guidance and counsel are always available within the time available to make a choice.

Specialist Knowledge and Skills

Employees in this band must have the ability and skills to provide training in the post-trades or specialist disciplines either through formal training programmes or on-the-job training.

Employees in this band also require a thorough understanding of the relevant technology, procedures and processes used within their operating unit.

Primary Physical Requirements

Sitting: the employee is required to sit for extended periods of time.

Standing: the employee is required to remain on his or her feet in an upright position for extended periods of time.

Climbing: the employee is required to climb stairs, fences and or ladders and work above ground or below ground as required.

Walking: the employee is required to walk varying distances during the course of his or her work.

Lifting / Carrying: the employee is required to lift and carry heavy and awkward objects in accordance with safe lifting techniques during the course of his or her work.

Pulling / Pushing: the employee is required to exert force to push or pull objects during the course of his or her work.

Gripping / Grasping: the employee is required to regularly pick up and grip objects.

Reaching: the employee is required to reach for objects.

Squat / Bend / Kneel / Stoop and Crouching: the employee is able Squat, Bend, Kneel, Stoop and Crouch for extended periods of time.

Speaking / Hearing / Seeing: the employee is required to hear, see and communicate work related instructions.

Driving: the employee is required to drive cars, 4WD's and forklifts.

Key Selection Criteria

- Completed Year 10 or equivalent and qualifications through prior training in confined space, traffic signing and OH&S practises.
- Ability to work as part of a multi skilled team.
- Experience being a part of a rostered and ad hoc after hours arrangement.
- Good verbal and written communication skills along with well developed computer skills.
- An understanding of water, sewer and other systems.