

<b>POSITION TITLE:</b>	Network Crew Operator
<b>POSITION NUMBER:</b>	10507
<b>AWARD:</b>	Queensland Local Government Industry (Stream C) Award – State 2017
<b>AWARD CLASSIFICATION:</b>	BT1
<b>REPORTS TO:</b>	Supervisor Networks
<b>DEPARTMENT:</b>	Infrastructure and Utilities

## ABOUT US

### Our vision

A progressive region creating opportunities for all.

### Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

### Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

## OBJECTIVE OF THIS ROLE

The Network Crew Operator (Plumber) will direct and work along with the crew they are leading to undertake planned or responsive activities / repairs to the water and wastewater networks. This includes job planning, job safety and risk assessments, traffic management, identifying and reporting failures, causes and remedies, receiving and closing out of customer requests on a tablet computer and marking up Council plans for asset accuracy.

## KEY RESPONSIBILITIES IN THIS ROLE

1. **Leadership.** To Lead and safely manage a small team for operation and maintenance of Council's water and wastewater networks
2. **Continuity of Supply.** Undertake work as directed to minimise disruption to customer service.
3. **Customer Service.** Undertake job planning and works to meet customer levels of service and liaise with customers to keep them informed of progress / completion.
4. **Planned Maintenance.** Undertake planned maintenance activities on water and sewer networks. Carry out manual works as required.

5. **Responsive Maintenance.** Undertake responsive maintenance activities on water and sewer networks to ensure customer service levels are met. Carry out manual works as required.
6. **Safety and Training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met with a goal of zero harm.
7. **On-call / After-hours.** Participate in an on-call roster system as a crew member to undertake after-hours responsive or planned maintenance activities.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting supervisor/manager.

## ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

### Mandatory:

- Significant field experience in a similar or related leadership role
- Sound knowledge of water and wastewater network management, planned and responsive maintenance activities

### Desirable:

- Competent use of full range of Microsoft programs.

## QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

### Mandatory:

- QBCC Plumbers and Drainers licence.
- Minimum of Queensland C class (Manual) drivers licence.
- General Construction Induction Card.

### Desirable:

- Cert III Network Operations.
- Asbestos, confined space, working at heights, trenching.
- Queensland MR class drivers licence.
- Excavator ticket/statement of attainment.
- Traffic control accreditation.
- Certificate IV WHS (or equivalent) or willing to undertake within 12 months of commencement.

## KEY SELECTION CRITERIA

1. **Ability to both lead by example and work as part of a team to achieve required treatment outcomes.**
2. **The ability to mentor and guide team members to achieve optimum outcomes.**
3. **Strong written and oral communication skills.**
4. **Sound attention to detail, analytical skills and ability to methodically problem solve.**
5. **Demonstrated ability to deal with customers at all levels in a professional and courteous manner.**
6. **Ability to manage conflicting tasks and priorities.**
7. **Demonstrated willingness to work safely and ensure staff are working safely.**
8. **Self motivated, and the ability to work unsupervised at times.**

## CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.
3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Local Government Act, 2009* and *Work Health and Safety, Act 2011*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

## ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Medical and functional assessment including drug & alcohol testing.
- Qualification check.
- Reference checks.

## CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	2
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	2
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	2

Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	2
Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	1
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	2
Customer service	Aligning your behaviour with the customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	1
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	1

**A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.**

### GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said licence/qualification.

**Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.**

Name

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Signature

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Date

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