

Diamantina Shire Council

POSITION DESCRIPTION



Title:	Maintenance Officer
Position No:	TBA
Award:	Queensland Local Government Industry (Stream B) Award - State 2017 Division 2, Section 5 – Operational Services
Certified Agreement:	Under Development
Classification:	Level BW2
Department:	Infrastructure Services
Branch:	Maintenance
Location:	Bedourie / Birdsville
Reports to:	Building Maintenance Supervisor
Direct Reports:	Nil

POSITION OBJECTIVE

The Maintenance Officer is responsible for providing quality maintenance and repair services for Council buildings, housing, facilities and minor infrastructure. The position requires a strong commitment to providing a high level of customer service and continuous improvement including flexibility to meet the requirements of the position.

COUNCIL'S VALUES

Innovation & Continuous Improvement: Council and staff seek to overcome challenges and take advantage of opportunities through a commitment to innovation. Through innovative thinking and constant review of our practices and approach, we are continually improving our performance and service delivery.

Teamwork: We recognise the importance of maintaining a creative and responsive work environment in which the community, councillors, management, and staff work constructively together in a spirit of teamwork, trust, and loyalty.

Quality: Council is committed to ensuring quality output by providing the organisation with resources that facilitate excellence in performance, commitment, and service delivery.

Accountability: Council has a responsibility to the residents and ratepayers of the Shire to be inclusive and responsive to their views and needs and to communicate effectively.

KEY RESPONSIBILITIES

- Conduct scheduled and ad-hoc maintenance and repairs to Council's portfolio of buildings, facilities and assets in a professional manner. Maintenance work includes but not limited to, carpentry, plumbing, globe replacements, painting, plastering, graffiti removal, general repair and maintenance duties, excluding work that requires a qualified builder, plumber or electrician.
- Proactively monitor minor building maintenance work and refurbishment projects undertaken by contractors and identify and report maintenance issues, initial assessments and recommendations for action and recording.
- Develop, plan and prioritise maintenance and repair programs to ensure work activities are completed in an efficient and timely manner.

- Assist with the inspection and reporting of condition assessments for Council's building and property assets.
- Regularly monitor and report on cleaning, maintenance and housekeeping facilities, buildings, equipment and grounds.
- Conduct regular hazard identification inspections, and address safety issues to contribute towards safety improvement and practices.
- Operate tools, equipment and plant in a safe manner, ensuring safety on work sites of self and public in accordance with safe working procedures.
- Ensure plant and equipment is safe, and continually maintained and operated according to the manufacturer's requirements.
- Identify and report any works or plant malfunctions that may require urgent attention for safety or effective operation.
- Participate in pre-start inspections, toolbox talks, team meetings and health and safety meetings, as required, to ensure a safe and healthy workplace.
- Ensure requests are acted on and reported, providing work progress reports to the Supervisor and complete relevant safety, plant and job management documents including accurate timesheets.
- Assist with prompt responses to customer requests / enquiries and communicate clearly with Council teams and community stakeholders representing Council positively and professionally in a flexible manner.
- Contribute to community events, as appropriate, providing maintenance and ad-hoc duties.
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.
- Follow procedures and safe work methods relating to work being undertaken and ensure Council's Quality Assurance Program is adhered to.
- Participate in risk management and other training in accordance with Council requirements.
- Undertake a range of tasks, as needed on the work site, including labouring when there is downtime, within the scope of the position, consistent with skills, competence and training.

KEY SELECTION CRITERIA

- Demonstrated experience in general maintenance work and practices in the building and construction industry, including the maintenance, renovation, refurbishment and installation of fittings and fixtures for housing, buildings and infrastructure services.
- Demonstrated knowledge of industry standards with a commitment to maintaining safe work practices and quality workmanship.
- Demonstrated ability to use a variety of tools and equipment in a safe and competent manner in accordance with manual handling procedures.
- Demonstrated ability to work with minimal supervision to manage priorities in order to complete allocated tasks within agreed timeframes and required standards.
- Ability to operate effectively in a team, contributing positively to team operations and working relationships in a professional and flexible manner.
- Strong customer service focus with good oral and written communication skills with an ability to interact with the team members and the community.
- Demonstrated commitment to excellent customer service, and the ability to respond to customer enquiries in a professional and patient manner, achieving mutually agreeable solutions.

- Experience dealing with internal and external stakeholders including sub-contractors demonstrating resilience, initiative and problem-solving skills in a high-pressure working environment.
- Ability to use Microsoft Office applications to complete timesheets, job cards and defect reports.
- Demonstrated knowledge of work health and safety requirements as it relates to the position.
- Where required, stay in camp accommodation away from town and undertake work outside of normal business hours.

QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential

- Trade Certificate in carpentry, plumbing or electrical and/or extensive relevant experience in building construction, property and facility maintenance practices.
- 'C' Class Queensland Drivers Licence or higher
- Construction Safety Induction Card (White Card)
- Pre-Employment Health Assessment and National Police Check prior to appointment, as required.

Desirable

- Experience in carpentry and/or other related building industry skills
- Experience in the operation of plant, equipment and power tools, including trucks, skid steer loader, tractors, slasher and mowers and ability to obtain the necessary licences / tickets, if required
- Experience working at heights and/or within confined spaces.
- HR Truck Licence
- Forklift
- First Aid and CPR Certificate

Note: Council may require the applicant to undertake a Working with Children Check (Blue Card), physical fitness / medical test, drug or alcohol test, relevant skill test, machine competency test prior to appointment. It is a condition of employment that applicants agree to this requirement before appointment.

Mandatory immunisation or medical evidence of immunisation is required for some positions, as the work environment may involve exposure to areas identified as "at risk" work areas.

Corporate Accountabilities

- Demonstrated commitment to apply and adhere with Council's Policies and Procedures and *Local Government Act 2009*, including but not limited to Council's Code of Conduct, Anti-Discrimination and Equal Employment Opportunity, Employee Welfare, the Environment and Service Delivery Standards and confidentiality.
- Fulfil recordkeeping responsibilities in accordance with relevant Information Standards and associated guidelines and maintaining confidentiality of Council information obtained during the course of employment.
- Perform jobs, tasks and processes in accordance with relevant guidelines and standards.
- Capable of carrying out the physical and inherent requirements of the position and being flexible and adaptable to meet the requirements of the position.
- Maintain a positive team culture based on honesty, trust and integrity.

- Operate and maintain Council assets including equipment, plant and fleet within Council guidelines and manufacturers' specifications.
 - Foster and maintain strong internal and external stakeholder relationships associated with Council and provide consistent and timely customer services to our colleagues and communities.
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Work Health and Safety Responsibilities

- Undertake the responsibilities relevant to the WH&S Obligation and Responsibility Statement for the position, as amended from time to time.
 - Apply Council policies and procedures in everyday work activities to assist Council in ensuring a safe work environment and to meet the standards imposed by any relevant safety legislation as required by *Work Health and Safety Act 2011* (Qld).
 - Maintain a positive attitude towards acquiring an understanding of Work Health and Safety (WHS) legislation, including Council's WHS policies and procedures and WHS practices within individual work teams.
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EXTENT OF AUTHORITY

As per Council's Delegation Register.

Position Description Acceptance

I have read and understood this Position Description and accept the objectives, responsibilities and requirements of this position.

Employee Name: _____

Employee Signature: _____

Date: _____