

Position Description

POSITION	Utilities Operations Support Officer	
REPORTS TO	Principal Engineer Operations	
DIRECTORATE	Infrastructure Services	
BRANCH	Utilities	
CLASSIFICATION	Grade 6	
STAFF	Nil	
CONTACTS	Internal General Management and staff at all levels	External Customers Consultants Contractors Government Departments Community Organisations

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

Position Objective

To provide responsive and reliable administrative support to the Utilities Operations section, ensuring operational teams have the systems, records and coordination they need to deliver compliant, customer-focused water and sewer services across the Shire.

Organisation Values

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



**We lead with
enthusiasm and
purpose**



**We are open,
honest and
respectful**



**We foster
wellbeing and
creativity**



**We achieve our
goals and
succeed together**

Key Responsibilities

Organisational Relationships

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

Operations Management

- Provide high quality administrative support to the engineering staff, team leaders and on-call coordinators within the Utilities Operations section.
- Assist the Principal Engineer Operations by referring matters to relevant officers and monitoring outcomes through to resolution.
- Process and monitor work orders, customer requests (CRMs) and inwards correspondence for the section, ensuring actions are allocated, tracked and closed out within required timeframes.
- Monitor and manage the resolution of Council resolutions and actions allocated to the section.
- Provide for efficient payment of creditors by creating purchase orders and receipting invoices in accordance with procurement policy and guidelines.
- Assist with procurement administration, including preparing quotation documents, recording contractor and supplier details and maintaining contract and agreement registers.
- Maintain section records, registers and filing in accordance with Council's records management requirements.
- Assist with the preparation of compliance and regulatory reporting information as directed by the Principal Engineer Operations.
- Prepare and assist in the distribution of notifications to affected customers and residents for planned maintenance works and service interruptions, in consultation with the relevant team leader.
- Provide high quality customer support and information in accordance with Council policies and procedures, referring technical matters to the appropriate officer.
- Liaise with staff, contractors, suppliers, other Council sections, government agencies and members of the public to ensure effective communication with a focus on high level customer service.
- Arrange meetings, prepare agendas and minutes and distribute them accordingly.
- Assist to promote and maintain Work Health & Safety, Equal Employment Opportunity, Cultural Diversity principles and positive employee relations.
- Maintain strict confidentiality on all matters.

Financial Management

- Exercise financial delegations only as formally assigned to the position.
- Assist the Principal Engineer Operations to monitor expenditure against budget by raising orders, receipting invoices and following up accounts.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health & Safety, corporate and human resources policies and procedures.

Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health & Safety and environmental management policies, protocols, procedures and practices.
- Report all risks, hazards, incidents and injuries immediately to supervisor.

Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

Qualifications

- Certificate of Attainment Business Administration or equivalent demonstrated experience.

Experience

- Administrative environment.
- Customer service environment.
- Demonstrated experience in records management, work order or purchasing processes.

Knowledge

- Records management principles.
- Work Health & Safety.
- Working knowledge of local government functions is desirable.
- Administration procedures.
- Purchasing and supply procedures.

- Computer operations.
- Accounts – invoicing and processing procedures.
- Customer service.

Competencies

Demonstrated ability to:

- Coordinate and track multiple work requests, actions and deadlines and follow them through to completion.
- Work in a team environment and deliver pre-agreed goals on time, quality outcomes and professional customer service.
- Organise and prioritise workloads with limited supervision.
- Undertake administrative tasks with accuracy and attention to detail.
- Competently use Microsoft suite of applications, including Word, Excel and Outlook.
- Competently use internal software, Pulse, CM9 and Authority in particular.
- Apply Work Health & Safety practices to minimise risk and ensure a safe workplace.
- Provide excellent customer service to both internal and external customers and deliver quality service outcomes.
- Apply high level interpersonal skills with the ability to communicate both in writing and verbally including the ability to communicate and explain specific information in a professional and courteous manner.
- Be flexible in your approach to work and adapt well to workplace change.

Selection Criteria

Essential Criteria

- Certificate of Attainment in Business Administration or related discipline and/or equivalent demonstrated experience in an administrative role.
- Demonstrated ability to work effectively as part of a team and contribute to the delivery of operational outcomes.
- Demonstrated ability to improve procedures and systems as part of a multi-skilled team.
- Demonstrated experience in records management, work order or purchasing processes (or similar).
- Demonstrated excellent organisational skills with an ability to plan and prioritise multiple assignments whilst consistently meeting agreed deadlines.
- Demonstrated well-developed interpersonal, written and verbal communication skills with the ability to communicate with management, staff and the community in a professional manner.
- Demonstrated computer literacy with experience in the MS Office Suite of software (Word, Excel, Outlook).
- Demonstrated commitment to and knowledge of Work Health & Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Current Class C Drivers Licence.

Preferred Criteria

- Experience in customer liaison and preparing clear, accurate information for the community, such as service interruption notifications.
- Working knowledge of local government field operations and associated administration processes.
- Understanding of water and sewer operations and the related regulatory and compliance environment.

PRESENT OCCUPANT:

SIGNATURE:

SUPERVISOR:

Principal Engineer Operations

SIGNATURE:

People and Culture use:

National Criminal History Check ☐

Working with Children Clearance ☐

Functional Health Assessment ☐

Immunisations ☐