POSITION DESCRIPTION

POS 2755, 2756

Truck Wash Operation- Team Leader

Directorate:	Operations	**Department:**	Facilities		
Position Grade:	10	**Reports to:**	Coordinator – Truck Wash Operator		
Last review:	June 2025	**Next review:**	June 2026	**Version No.:**	1.0

Position purpose:

To lead the day-to-day operations of Council's truck wash facility, ensuring high standards of service delivery, cleanliness, safety, and efficiency. The Truck Wash Team Leader is responsible for supervising as well as working as a team of truck wash operator/s, coordinating vehicle cleaning schedules, maintaining equipment, upholding environmental and safety standards, and delivering exceptional customer service to both internal and external users of the facility.

Key accountabilities/responsibilities:

Responsible for, but not limited to, the following duties and functions:

1. Undertaking, supervising and coordinating the day-to-day operation of the truck wash facility, including scheduling, resource allocation, and service delivery to ensure compliance with Council standards.
2. Lead, coach and support a team of truck wash operators.
3. Allocate daily tasks and ensure team performance meets service levels.
4. Provide on the job training and promote safe work practices.
5. Operating, maintaining, and monitoring the proper functioning of mechanical and automated wash equipment in accordance with manufacturer specifications and Council procedures.
6. Ensuring ongoing compliance with Work Health and Safety (WHS) obligations and environmental protection legislation, including the appropriate handling and storage of hazardous substances.
7. Maintaining cleanliness, security, and operational functionality of the truck wash facility, including reporting maintenance issues.
8. Administering point-of-sale transactions including EFT payments, reconciling daily revenue, and maintaining financial records in accordance with Council's financial controls.
9. Liaising with both internal stakeholders and external customers to ensure efficient vehicle movement, scheduling, and operational continuity.
10. Respond to operational issues and escalate as required.
11. Maintain chemical usage and storage in line with safety and environmental regulations.
12. Recommending improvements to operational procedures to the Supervisor – Fleet Services in the interests of service efficiency, cost-effectiveness, and legislative compliance.
13. Maintain accurate records of work completed, chemical usage and equipment maintenance.
14. Monitor inventory of cleaning supplies and place orders when required.

Decisions made in the position:

1. Determination of daily operational schedules for truck wash activities.
2. Allocation and supervision of truck wash operator duties and task execution.
3. Resolution of minor operational and technical issues within the scope of training and authority.

Decisions referred:

1. Major equipment failures and repairs requiring external servicing.
2. Approval of deviations from standard operating procedures or Council policy.

3. Determination of long-term staffing or resourcing levels.
4. Resolution of complex customer complaints or disputes requiring managerial intervention.

Key issues/challenges:

1. Knowledge of WHS regulations, environmental compliance, and chemical safety procedures.
2. Understanding of water recycling systems and wastewater management principles.
3. Leadership and team coordination abilities.
4. Strong attention to detail and a commitment to quality and safety.
5. Excellent communication, organisation and interpersonal skills.
6. Competence in basic financial handling and EFTPOS transactions.
7. Ability to identify operational risks and escalate appropriately.

Key working relationships:

- **Internal**: Supervisor – Fleet Services, Fleet Coordinator, Vehicle Operators, Depot Staff.
- **External:** Members of the public, External customers, Contractors, Equipment Suppliers, Environmental Officers.

LIVERPOOL CITY COUNCIL

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Truck Wash Operation- Team Leader

POSITION SPECIFICATION

This section needs to be addressed in any application for this position.
Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Possession of a current and valid Class C Driver's Licence (NSW).
- Completion of accredited Manual Handling training.
- Possession of a current General Construction Induction Card (White Card).

Experience

- Demonstrated experience in the field of heavy vehicle washing, industrial cleaning, or an equivalent operational environment.
- Experience in the operation of industrial high-pressure wash systems and mechanical cleaning equipment.
- Prior experience in a supervisory or team leadership capacity.
- Demonstrated experience in the provision of face-to-face customer service within an operational context.

Knowledge and Skills

- Comprehensive knowledge of WHS legislation, hazardous chemical handling protocols, and safe work procedures.
- Working knowledge of environmental compliance requirements, including wastewater disposal and water recycling systems.
- Ability to lead and direct a small team, manage workloads, and ensure adherence to schedules.
- High-level interpersonal and communication skills.
- Competency in handling EFTPOS systems, cash reconciliation, and related administrative processes.
- Proven ability to follow complex procedures with precision and attention to detail.
- Capacity to assess operational risk and initiate appropriate corrective actions within delegated authority.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Experience working with machinery.
- Current First Aid Certificate.
- Experience working within a government or regulated organisational framework.
- Demonstrated conflict resolution skills and the ability to resolve service issues tactfully and constructively.
- Strong work ethic, flexibility, and ability to adapt to evolving operational demands.

LIVERPOOL CITY COUNCIL

LIVERPOOL THE GREAT SOUTH WEST

Our vision:

Aspiring to do great things – for ourselves, our community and our growing city.

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous