

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Customer Service Tree Inspector	1770
CLASSIFICATION	LOCATION
Band 4	Operations Depot – Trewin Street
DEPARTMENT	DIVISION
Operations	Infrastructure & Environment
AGREEMENT	
Ballarat City Council Enterprise Agreement, no 9. 2023	

Position Objectives

The Customer Service Tree Inspector is responsible for:

- Assess Arboriculture related customer requests and prioritise works according to Councils accepted standards.
- Provide customer feedback and contact regarding Arboriculture related requests.
- Undertake tree condition inspections within road reserves and other Council Reserves
- Support Council's Arboriculture section to maintain and enhance the tree data register.
- Liaise with other Council business units and provide condition and defect inspections for Arboriculture related issues.
- Manage and maintain all tree related asset management data

Key Responsibility Areas

- Provide quality customer service in regard to Arboriculture related requests.
- Undertake in field inspections of tree related customer issues
- Undertake in-field inspections to assess and document tree condition against a risk matrix for ongoing tree management.
- Undertake proactive in-field inspections of specified tree assets on a regular programmed basis.
- Undertake proactive in-field inspections of specified tree assets as required by the Field Operations Supervisor
- Maintain up to date knowledge of Councils Tree Management Plan and Road Management Plan. • Collect tree related data and update Councils Asset Management System
- Prepare reports for the Field Operations Supervisor.

REPORTS TO:	DIRECT REPORTS:
Field Operations Supervisor	Nil
ORGANISATIONAL RELATIONSHIPS	
Internal: Supervisor Arboriculture Operations Coordinator and Supervisors Waste and Environmental Services team Tree Surveillance Officer Road Maintenance Inspector	External: Residents and Property Owners Business and Community Groups Utility companies and Providers of Public Transport Builders, Developers and Contractors Service and Product Vendors User Groups and Forums ITC and Asset staff from other Organisations

Accountability and Extent of Authority

- Accountability for the accuracy and integrity of data within Council's asset register.
- Accountability for the inspection of tree assets in accordance with defined inspection frequencies and service level agreements (e.g. Road Management Plan).

POSITION DESCRIPTION

- Accountability for recommending treatments and issuing work orders to the appropriate department.
- Authority to act under approved sub-delegations

Judgement and Decision Making

- Ability to make in-field value judgments regarding tree structural integrity.
- Utilise judgment to consult with other experienced arborists on issues regarding tree structural integrity
- Ability to reach mutually agreeable solutions with stakeholders while ensuring risk to Council is minimised.
- Ability to use technical knowledge to ensure the integrity of the data registers.
- Ability to identify and report safety hazards and defects in accordance with best practice arboriculture methods.

Specialist Skills and Knowledge

- Qualified Tree Risk Assessment certification or equivalent.
- Extensive experience in arboriculture in an urban environment.
- Appropriate arboriculture technical skills to identify and report safety hazards and defects as defined in accordance with best practice arboriculture methods.
- Technical knowledge of asset management systems and data registers.
- Experience in providing high quality customer service and contact.
- Ability to utilise in-field devices and technology.

Management Skills

- Under supervision, plan, organise and manage own time to achieve set targets and meet set deadlines in order to deliver an outcome-driven service.
- Ability to arrange meetings with stakeholders and customers as required.
- Ability to work in a team environment and provide technical support to other members of the team.

Understanding and commitment to Occupational Health and Safety

Interpersonal Skills

- Good written communication skills, sufficient to prepare reports and other documentation as required.
- Good oral communication skills to effectively, provide technical information to customers and internal and external stakeholders.
- Participate in a team environment, particularly to share workload, solve problems collectively, assist each other with management of projects and collectively make decisions.
- Ability to show understanding and patience in communicating with users and customers.

Qualifications and Experience

- A Certificate IV in Arboriculture or evidence of the likely completion of the qualification within a reasonable timeframe
- Minimum 5 years Arboriculture experience.
- Qualified Tree Risk Assessment certification or ability to obtain within a reasonable timeframe.
- Considerable depth of knowledge of tree issues in an urban environment
- Current Victorian car drivers' licence
- High quality customer relations and interpersonal skills.

SELECTION CRITERIA

- Qualifications and experience as above
- Demonstrated practical skills/knowledge in:
 - Inspection of trees for general condition.
 - Identification of tree Genus and species.

POSITION DESCRIPTION

- Identification of tree health, structure and hazard defects.
- CODIT tree pruning practices.
- Experience in data collection, data management and computer technology.
- Good interpersonal skills with a demonstrated ability to work in a team environment and discuss matters with various clients in the community.
- Knowledge of health and safety issues relevant to work activities and work area.
- Possess a 'can do' work ethic in line with Councils adopted values.

City of Ballarat Core Values

We are honest and transparent  • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest.	We are accountable  • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect.	We value everyone  • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation.	We work with and for our community  • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably.	We work together  • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.
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The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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