

## **POSITION DESCRIPTION**

|   |   |                         |
|---|---|-------------------------|
| <b>POSITION:</b> Maintenance Supervisor | <b>REPORTS TO:</b> Maintenance Coordinator Coastal, Maintenance Coordinator Rural, Maintenance Coordinator Urban, |                         |
| <b>DIRECTORATE:</b> City Infrastructure | <b>GROUP:</b> Transport and Open Space Services   |                         |
| <b>SECTION:</b> Transport Services      | <b>GRADE:</b> C   | <b>DATE:</b> March 2024 |
| <b>POSITION NUMBER(S):</b> Various      | Permanent Full-Time   |                         |

### **OUR VISION**

*“Committed to the Pursuit of Excellence”*

### **OUR VALUES**

- ✓ CUSTOMER CENTRIC      *Our customers are at the heart of everything we do*
- ✓ ACCOUNTABILITY        *We are transparent and responsible in all that we do*
- ✓ INNOVATION              *We deliver excellence in our services through innovation*
- ✓ COLLABORATION        *We work together to seek solutions both internally and externally*
- ✓ EMPOWERMENT         *We support our people and provide them the scope to deliver outcomes.*

### **POSITION OBJECTIVES**

- This position is responsible for roadside, pavement and drainage maintenance in designated areas of the City of Coffs Harbour (the “City”) Local Government Area.
- Assist with the programming, budgeting and administration of town maintenance activities.
- To provide support to the leadership team of the City of Coffs Harbour on the establishing of a high-performance organisation through the development of its people and processes.

## **KEY ACCOUNTABILITIES**

### **Work Health & Safety (WHS)**

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

### **Customer Service**

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

### **Community Engagement**

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

### **Learning and Development (L&D)**

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.

- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

### **Sustainability**

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

### **Continuous Improvement**

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

### **Organisation Support**

- Support the leadership and management by:
  - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes
  - Ensuring that the Code of Conduct and Fraud and Corruption policies are followed at all times
  - Provide valued team contribution by application of performance and behaviours consistent with a local government environment, experience and industry knowledge in the application of skills and expertise

### **KEY RESPONSIBILITIES**

Undertake all aspects of the supervision of maintenance crews and maintenance works including but not limited to:

- Planning, control and completing works to ensure the best use of plant, materials, time and resources and to ensure complete works are completed according to budget and the required technical, safety and environmental standards
- Staff / works supervision: communicate task responsibilities and motivate staff to ensure completion of delegated task and works. Provide performance feedback and participate in performance monitoring and review.
- Provide supervision to ensure that contract works are undertaken in accordance with the contract specification.
- Provide on the job training, coaching and mentoring to staff.
- Plan / drawing interpretation and conformance
- Prepare estimates and track cost, reporting variances to Coordinator.
- Documentation / records including however not limited to timesheets, purchasing, plant checks and all other ECM actions are maintained accurately and on time

- Works are undertaken according to the City's standards, work specifications and plans in a timely manner to achieve the adopted level of service.
  - Any other civil infrastructure related works.
- Solve technical non-complex problems where there are limited options typically where solutions are available through previous experience / decisions and be required to apply these skills and knowledge to a range of varying task and situations to ensure the coordinated timely, efficient and economical completion of works.
  - Ensure that all plant allocated is used efficiently and effectively and maintained and operated safely to the City's codes and standards.
  - Assist the Maintenance Coordinator in preparing daily/weekly works programs and high priority works as needed.
  - Utilise mobile technology and the City's maintenance management system to organise works, record data and report as required.
  - In the event of an emergency or natural disaster be available to undertake works within and outside normal areas of expertise. The emergency works may require works to be undertaken outside of ordinary hours and outside of the normal LGA boundaries.
  - Proactively report any defects or problems observed with Council Controlled assets and related structures. Ongoing reporting of defects or problems observed with Council's assets outside of normal area of expertise.

## **KEY RELATIONSHIPS**

### Maintenance Coordinator Urban

- Receive instructions and provide support required.
- Provide regular feedback on progress towards completion of delegated task and outcomes.
- Consult on and provide technical advice on issues within area of expertise.
- Escalate matters as required.

### Asset Maintenance Roads & Open Spaces Staff

- Provide instructions and support to team members.
- Provide regular feedback on progress towards completion of delegated task and outcomes.

### Other areas of the City

- Foster teamwork and support collaborative work arrangements to develop and implement solutions and achieve business, workforce capability and culture outcomes.
- Share information and expertise to resolve issues and provide advice to the business.

## **QUALIFICATIONS/LICENCES/EXPERIENCE**

### **Essential**

- Certificate IV in Civil Construction (Supervision)
- Strong experience in road drainage and maintenance
- Current Medium Rigid (MR) Drivers Licence
- NSW Construction Induction Card (White card)

### **Desirable**

- First Aid (HLTAID011) certificate
- Traffic Control (Select and Modify) Red Card Certification (or equivalent)
- Work Site Traffic Control and Signage Certificate (Yellow Card)
- Traffic Controllers Certificate (Blue Card)
- National Farm Chemical Users Certificate (AQF Level 3)
- Confined Spaces Certification
- Level 1 Chainsaw Certification (Trim and cut felled trees crosscut)

## **COMPETENCIES**

### **Knowledge and Capabilities**

- Strong communication skills with the ability to communicate with a range of stakeholders and by using various communication mediums.
- Sound literacy, numeracy and written communication skills
- Ability to work as part of a team as well as independently.

## Position Demands Analysis

### Maintenance Supervisor

| EXPOSURE RATING TABLE |               |                 |               |
|-----------------------|---------------|-----------------|---------------|
| No exposure           | Low Exposure  | Medium Exposure | High Exposure |
| 0 hrs daily           | 0-2 hrs daily | 2-4 hrs daily   | 4-8 hrs daily |
| 0                     | 1             | 2               | 3             |

| PHYSICAL REQUIREMENTS                |   |                                      |   |   |   |
|--------------------------------------|---|--------------------------------------|---|---|---|
| Sedentary work lifting 0-4.5kg       | 3 | Elevating arms above shoulder height | 2 | Climbing to access / exit excavations       | 1 |
| Light work lifting 4.5-9.1kg         | 1 | Extend arms for reaching             | 2 | Kneeling for extended periods               | 1 |
| Medium work lifting 9.1-22.7kg       | 1 | Sitting for extended periods         | 1 | Crawling                                    | 0 |
| Heavy work lifting 22.7-45.5kg       | 0 | Standing for extended periods        | 2 | Balancing                                   | 0 |
| Very Heavy work lifting >45.5kg      | 0 | Walking for extended periods         | 2 | Hearing above background noise              | 1 |
| Repetitive Lifting                   | 2 | Walking on uneven ground             | 1 | Depth perception                            | 0 |
| Pulling Loads > 5kg                  | 1 | Frequent bending / stooping          | 3 | Colour vision                               | 0 |
| Pushing loads > 5kg                  | 1 | Shovelling / digging                 | 2 | Fine manipulation                           | 1 |
| Lifting with trunk twisting          | 1 | Throwing                             | 0 |   |   |
| USE OF PERSONAL PROTECTIVE EQUIPMENT |   |                                      |   |   |   |
| Safety boots / shoes                 | 3 | Dust Mask / Respirator               | 0 | Reflective vest                             | 3 |
| Hard hat                             | 0 | Protective eyewear                   | 1 | Breathing Apparatus (BA)                    | 0 |
| Ear plugs / muffs                    | 1 | Gloves                               | 3 |   |   |
| EXPOSURES                            |   |                                      |   |   |   |
| CHEMICALS                            |   | CHEMICAL NAME/TYPE                   |   | BIOLOGICAL                                  |   |
| Dusts                                | 1 |                                      |   | Odours                                      | 1 |
| Liquids                              | 3 |                                      |   | Mists / Fumes                               | 1 |
| Herbicide spraying                   | 1 |                                      |   | Possible exposure to sharps                 | 2 |
| Pesticide spraying                   | 1 |                                      |   | Possible exposure to Tetanus                | 0 |
| Gases / Vapours                      | 1 |                                      |   | Possible exposure to Hepatitis A, B, C      | 3 |
| Working with solvents                | 3 |                                      |   | Possible exposure to blood / bodily fluids  | 3 |
| PHYSICAL/PSYCHOLOGICAL               |   |                                      |   |   |   |
| Inside work                          | 1 | Working near machinery               | 0 | Slippery surfaces                           | 3 |
| Outside work                         | 3 | Operating machinery                  | 1 | Low light areas                             | 3 |
| Confined spaces                      | 1 | Vibration                            | 0 | Shift work                                  | 3 |
| Working alone                        | 3 | Working at heights                   | 0 | Use of computer for screen based activities | 1 |
| Working with hot substances          | 0 | High Temperatures > 38 degrees       | 0 | Prolonged Driving (periods > 2hrs)          | 0 |
| Working with cold substances         | 0 | Low Temps < 3 degrees                | 0 | Violence / aggression from customers        | 1 |
| Noisy work areas                     | 1 | Fatigue                              | 2 |   |   |