

POSITION DESCRIPTION

POSITION: Technical Officer Wastewater Operations	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Water and Wastewater Services	REPORTS TO: Team Leader Wastewater Services
GRADE: H	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 35	POSITION No.: 306
DATE: February 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our City Infrastructure Directorate is responsible for planning, designing, delivering, operating and maintaining transport, open space, water and waste infrastructure for our local government area and delivering civil construction projects for clients.

THE GROUP/SECTION

Our Water and Waste Services Group is responsible for planning, delivering, operating and maintaining the City's water, wastewater facilities and networks and waste management and resource recovery facilities.

POSITION OBJECTIVES

- The primary objective of the Technical Officer Wastewater Operations is to undertake the efficient planning and scheduling of all maintenance and minor capital works within the Wastewater Team using City systems and processes
- Assist in creating innovative solutions by liaising with customers, contractors and internal staff, report writing, conducting onsite inspections, assessing and checking compliance of engineering plans, drawings and projects
- Assist with provision of Wastewater Services and Water Operations
- Liaise with maintenance, strategic, project delivery and asset staff to establish forward plans and schedules to ensure that resources are efficiently allocated to priority activities and drive improved maintenance outcomes via system, process and workflow improvements
- Monitor productivity and provide performance metrics on the section
- Provide operational support to the Water and Wastewater Section
- Provide support to the leadership team of The City of Coffs Harbour on establishing a high performance organisation through the development of its people and processes.
- Demonstrate a commitment to City of Coffs Harbour's core values, comply with the Code of Conduct and promote the image of City's as an efficient and professional organisation

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 all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

Planning and Scheduling Maintenance and Minor Construction Works

- Undertake and maintain detailed weekly maintenance planning to allow efficient scheduling and execution of maintenance works This will be achieved by :
 - referencing annual budgets and forward works programs
 - production of detailed weekly work plans that can be converted into weekly work schedules work being planned considering the content of the forward and back log and standing work orders.
 - ongoing liaison with Coastal Works, Project Delivery and Strategic Planning staff and continuous improvement of the wider planning process
- Convert maintenance schedules into annual maintenance programs for later scheduling
- Review of draft weekly work schedules with the Coordinator Wastewater Operations and finalised in accordance with the schedule cycle. Produce accurate reporting and monitoring of KPIs and other performance measures that will drive improved productivity
- Maintain a minimum of 4 weeks detailed work plans and three month of draft work plans in advance
- Oversee and assist with weekly work order scheduling for both planned and unplanned works
- Facilitate accurate capture of costs against work orders and project system to inform the General Ledger
- Undertake the planning and procurement required to deliver completed work packages for scheduling, taking into account, constraints, required permits, internal and external resources, materials supply, customer requirements, timeframes etc.
- Assist in developing the maintenance management systems and utilisation of the system data to improve productivity and efficiency.
- Undertake all works in accordance with City established standards, protocols and procedures
- Be flexible to provide scheduling support across both Water & Wastewater Operations areas depending on leave and work demands

Provide Technical Support

- Provide technical support in relation to maintenance, repair, rehabilitation and investigation, design of minor works and inspections of major and minor infrastructure and other works associated with the management of infrastructure as directed by the Team Leaders and Section Leader.
- Provide suitable solutions and options to technical issues through relevant research and investigation of issues related to works.
- Assist in the implementation of the Enterprise Asset Management system to the maintenance activities and works crews within the areas of your responsibility. Formulate work flows, standard templates and the effective use of mobile technology, liaising with software providers and the crews to implement practical procedures and solutions.
- Assist in developing and implementing operational management systems to ensure compliance with safety, public health and environmental obligations, adopted levels of service, Council policies and industry best practice standards.
- Assist in the design and undertake construction estimates for works related to the delivery of infrastructure in your area.
- Liaise with all internal and external stakeholder groups to resolve conflicts and produce favourable outcomes.
- Administer minor contract works from calling for quotations, engagement, to final completion of works.
- Assist in the provision of work as executed data for assets within your portfolio. This includes overseeing the workflow of data from maintenance activities to the Strategic Asset Management Group and the GIS team within The City.
- Collaborate with Coastal Works Systems Administration and Improvement Officer to continually refine workflows and procedures to improve operational efficiency of maintenance and minor construction works.
- To carry out works safely, to meet the needs of The City's customers with minimum inconvenience or disruption to people and services.
- Available to be part of the on call roster within the Operations team for after hours works when required
- Facilitate, promote and manage commercial projects and maintenance works at locations outside and within the Coffs Harbour Local Government Area. This would include the requirement of staying overnight for durations required to complete commercial projects and maintenance works with Coastal Works clients.
 - Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Team Leader Wastewater Services
- Coordinator Wastewater Operations
- Wastewater Supervisors
- Section Leader Water & Wastewater Services
- Wastewater Technical Officers
- Wastewater Operations team
- Coordinator Water Operations

External

- Customers/Suppliers
- Contractors
- Members of the public and rate payers

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, working hours are weekdays/Monday to Sunday between 06:00 and 19:00, actual start and finish times to be arranged between the employee and people leader.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - On Call allowance
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position may be located at either of the four treatment plants, Marcia Street Depot, or Yarrila Place with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Diploma in Civil Engineering (or working towards) or related field
- Class C Drivers Licence
- Experience in water and waste water industry/operations.

Desirable

- Demonstrated knowledge of relevant legislation
- Bachelor Degree in Civil or Environmental Engineering
- Project Management or Contract Management certification

CAPABILITIES

- Solid understanding of Water and Wastewater reticulation systems, including knowledge of legislation relevant to the Water and Wastewater Industry.
- Demonstrated knowledge of water treatment and water reclamation plant processes operation and control.
- Demonstrated knowledge of the technical workings of assets within the Infrastructure Maintenance (Water and Wastewater) portfolio.
- Demonstrated keyboarding and high-level computer skills with experience in word processing, spread sheets, project scheduling, database, hydrologic and hydraulic analysis and information management.
- Experience in project management principles, infrastructure maintenance management planning and scheduling
- Demonstrated skills in supervising others working in a team environment
- Demonstrated high level interpersonal skills.
- Demonstrated high level verbal and written communication skills.

Position Demands Analysis

Technical Officer Wastewater Operations

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

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- The primary objective of the Technical Officer Water Operations is to undertake the efficient planning and scheduling of all maintenance and minor capital works within the Water Team using City systems and processes
- Assist in creating innovative solutions by liaising with customers, contractors and internal staff, report writing, conducting onsite inspections, assessing and checking compliance of engineering plans, drawings and projects
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KEY RELATIONSHIPS

Internal

- Team Leader Water Services
- Coordinator Water Operations
- Water Supervisors
- Section Leader Water & Wastewater Services
- Water Technical Officers
- Water Operations team
- Coordinator Wastewater Operations

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QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

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- Class C Drivers Licence
- Experience in water and waste water industry/operations.

Desirable

- Demonstrated knowledge of relevant legislation
- Bachelor Degree in Civil or Environmental Engineering
- Project Management or Contract Management certification

CAPABILITIES

- Solid understanding of Water and Wastewater reticulation systems, including knowledge of legislation relevant to the Water and Wastewater Industry.
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- Demonstrated knowledge of the technical workings of assets within the Infrastructure Maintenance (Water and Wastewater) portfolio.
- Demonstrated keyboarding and high-level computer skills with experience in word processing, spread sheets, project scheduling, database, hydrologic and hydraulic analysis and information management.
- Experience in project management principles, infrastructure maintenance management planning and scheduling
- Demonstrated skills in supervising others working in a team environment
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Position Demands Analysis

Technical Officer Water Operations

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