

POSITION DESCRIPTION

POSITION: Technical Assistant (Casual Pool)	
DIRECTORATE: Business Services	GROUP: Commercial Business Units
SECTION: Laboratory	REPORTS TO: Manager - Laboratory
GRADE: E	EMPLOYMENT TYPE: Casual
HOURS/WEEK: Up to 35	POSITION No.: 1058
DATE: August 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 Business Services Directorate is focused on enabling and supporting the City through the provision of high quality customer services, robust and innovative business systems, contemporary people and culture guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks, and Laboratory.



THE GROUP/SECTION

Our Commercial Business Group manages the City's property portfolio and delivers the City's commercial business enterprises; the Coffs Harbour Laboratory which delivers NATA accredited laboratory services, and the Coffs Coast Holidays Parks which provide high quality tourist accommodation.

POSITION OBJECTIVES

- To perform routine sampling and testing programs.
- To assist the Laboratory Manager by the collection, correlation, and analysis of data.
- Provide support to all staff in routine chemical/microbiological analyses and equipment calibration
- To perform administrative duties and provide customer service support to laboratory clients.
- Provide support to the leadership of the City on establishing 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 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

- Prepare laboratory equipment, materials and samples for routine work
- Undertake routine testing and basic calibration and maintenance of laboratory equipment following standard operating procedures
- Undertake routine sampling activities following standard operating procedures
- Accurately record results and observations using Laboratory Information Management Systems (LIMS)
- Ensure compliance with the Laboratory Quality Management System and Safety Management Systems
- Perform stock and inventory management tasks
- Consult on and provide technical advice on issues within area of expertise.
- Provide regular feedback on progress towards completion of delegated task and outcomes.
- Provide instructions and support to team members.
- 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.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Laboratory Manager
- Technical Supervisor
- Work team
- Internal customers
- COCH Leadership Team

External

- Contractors
- External customers

OTHER POSITION REQUIREMENTS

- Based on a 35-hour week, working hours are Monday to Friday between the hours of 06:00 and 19:00. Actual start and finish times are to be arranged with the 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).
- 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 will be provided with the following vaccinations:
 - Hepatitis A
 - Tetanus
- This position is located at 38 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working indoor and/or outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Tertiary Qualifications in Chemistry, Biology, Environmental Science or a related discipline, or significant relevant experience in laboratory operations.
- Class C or Provisional Driver's Licence.
- Demonstrated relevant experience in laboratory operations, including knowledge of Quality Assurance / Quality Control systems applicable to a NATA accredited laboratory
- Well-developed computer literacy, including experience in the accurate and timely use of systems as related to laboratory operations, including LIMS and Microsoft Office, in particular Excel.

Desirable

- Demonstrated ability to work in a team environment to achieve customer focused goals.
- Demonstrated ability to prioritise and organise work to achieve a timely outcome.
- Demonstrated high level of interpersonal, oral, and written communication skills.

CAPABILITIES

- Ability to establish priorities, meet conflicting deadlines and complete work with a high degree of accuracy.
- Demonstrated excellent interpersonal and customer relations skills.
- Strong problem-solving skills with the ability to find innovative solutions.
- Proven ability to offer strong support in a project support capacity.
- High level of computer literacy with Microsoft Office skills on Intermediate level.



- Demonstrated high level computer skills with experience in word processing, spreadsheets, project scheduling, databases, analysis and information management.
- Demonstrated ability to contribute to a positive and effective team environment
- Demonstrated experience in project management and scheduling is desirable

Position Demands Analysis

Technical Assistant - Laboratory

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					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	2	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work lifting 4.5 - 9.1kg	1	Extend arms for reaching	3	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	3	Balancing	0
Repetitive Lifting	2	Walking for extended periods	2	Hearing above background noise	1
Pulling Loads > 5kg	0	Walking on uneven ground	2	Depth perception	0
Pushing loads > 5kg	0	Frequent bending / stooping	3	Colour vision	1
Lifting with trunk twisting	1	Shovelling / digging	1	Fine manipulation	3
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	2	Reflective vest	2
Hard hat	1	Protective eyewear	3	Breathing Apparatus (BA)	0
Ear plugs / muffs	1	Gloves	3		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	2			Odours / Mists / Fumes	3
Liquids	3			Possible exposure to sharps	2
Herbicide spraying	0			Possible exposure to Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	3
Working with solvents	1			Possible exposure to blood / bodily fluids	0
				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	0	Vibration	1	Shift work	0
Working alone	2	Working at heights	0	Use of computer for screen-based activities	2
Working with hot substances	1	High Temperatures > 38 degrees	1	Prolonged driving periods > 2hrs	2
Working with cold substances	0	Low Temperatures < 3 degrees	1	Violence / aggression from customers	1
Noisy work areas	1	Fatigue	1	Violence / aggression from animals / wildlife	1