

POSITION DESCRIPTION

POSITION: Water & Wastewater (Water & Sewer) Attendant	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Water and Wastewater Services	REPORTS TO: Various Supervisors in Section
GRADE: B	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 38	POSITION No.: Various
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

- Assist in the operation, maintenance, repair, rehabilitation, minor construction work and inspection of water and sewerage infrastructure.
- Undertake all works in accordance with the City of Coffs Harbour (the City) standards, programs and procedures to achieve the adopted levels of service.
- To work closely with a range of staff across the City

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

- Assist in the operation, maintenance, repair, rehabilitation, minor construction work and inspection of trunk water mains, reservoirs, water pumping stations, water reticulation mains, water meters, dams, dosing systems, gravity sewer mains, sewer rising mains, reclaimed water mains, reclaimed water reservoir, reclaimed water meters and other works associated with the operation and maintenance of the raw water, drinking water, reclaimed water, and wastewater systems under the supervision of Leading Hands, Supervisors and/or Coordinators.
- Undertake all works in accordance with the City's established standards, drawings, procedures, policies, levels of service and all safety, public health and environmental requirements.
- Continually refine established work practices knowledge and procedures to achieve specified levels of service and performance goals more efficiently.
- Carry out works safely, to meet the needs of the City's customers with minimum inconvenience or disruption to water and wastewater services, the public and traffic.
- Organise allocated tasks to make best use of plant, labour, materials, time and resources
- Assist in planning of day-to-day works and organise allocated tasks to best use plant, materials, time and resources.
- Maintain daily records of time resources and works undertaken and location of works.
- Assist in the policing of water restrictions.
- Liaise with Leading Hands and Supervisors to ensure efficient completion of tasks
- Ensure that all plant allocated is used efficiently and effectively and maintained and operated safely to the City's Codes and Standards.
- By fair and honest supervision ensure that contract works are undertaken in accordance with the contract specification, hire agreements or otherwise in accordance with the City's requirements.
- Utilise mobile technology and the City's maintenance management system to organise works, record data and report as required.
- Act in another position or undertake overtime as may be required to meet operational needs.
- Be available to participate in an on call roster for after hours and emergency call outs.
- Assist with ongoing reporting of defects or problems observed with the City's assets
- Be flexible, adaptive, efficient, productive and are receptive to changing work practices.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

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

External

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

OTHER POSITION REQUIREMENTS

- Based on a 38 hour week, working hours are weekdays between 06:00 and 18:00, 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
 - Live Sewer 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 is located at the Marcia Street Depot with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working in a predominantly outdoor environment where a varying range of temperatures, weather conditions and walking surfaces may be experienced. 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. The use of relevant work method statements and appropriate WHS standards are an integral part of the role. A full functional and medical assessment is required for this position

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Demonstrated experience in the construction, operation, and/or maintenance of water infrastructure, wastewater infrastructure, and/or other relevant infrastructure.
- National Construction Induction Certificate (White card)
- Minimum Class C Drivers Licence (and willingness to obtain MR Licence)
- Confined Space Certificate
- Working at Heights Certificate
- Working near overhead powerlines

Desirable

- Demonstrated computer literacy and keyboard skills.
- Certificate III in Water Industry, Civil Construction or equivalent, or have appropriate experience and willingness to complete.
- MSMSS00019 (or equivalent) - Operate a Drain Cleaning System Certification
- MSMSS00021 (or equivalent) Operate a hydro excavation system
- Chemical certification training
- Asbestos awareness training
- Traffic Control Certificate
- First Aid Certificate

CAPABILITIES

- Demonstrated numeracy, written and verbal communication skills.
- Demonstrated computer literacy and keyboard skills and ability to effectively use mobile computing devices such as smart phones, tablets and laptop PC's
- Understanding of Work Health and Safety Legislation as applied

Position Demands Analysis

Water and Sewer Attendant

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