

POSITION DESCRIPTION

POSITION: Meter Reader	
DIRECTORATE: Office of the General Manager	GROUP: Financial Services & Logistics
SECTION: Financial Support	REPORTS TO: Team Leader Financial Support
GRADE: C	EMPLOYMENT TYPE: Permanent Full-Time/Part-Time
HOURS/WEEK: 35	POSITION No.: 167, 168, 386
DATE: April 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

The Office of the General Manager – through the Executive Leadership Team – provides strategic direction and corporate leadership for the operations, governance and organisational performance of the City. This is achieved through a focus on; financial sustainability; business improvement; driving economic and tourism outcomes and ensuring the delivery of agreed community outcomes.

THE GROUP/SECTION

Our Financial Services and Logistics Group is responsible for the City's strategic financial management and corporate financial support services. The group's functions include budgeting, treasury management, financial reporting, rating and revenue, payroll, debt management and finance transactional processing, along with strategic procurement, plant management and maintenance.

POSITION OBJECTIVES

- Manage and conduct the City's water meter reading program in a timely and accurate manner in accordance with best practice guidelines.
- Demonstrate a commitment to the City's core values and promote the image of the City as an efficient 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

- Assist with the maintaining of data within the Council's Usage billing systems ensuring a high level of integrity.
- Manage and conduct Council's water meter reading program in accordance with required timeframes.
- To assist, in providing quality clerical support to the organisation to enable Council Usage billing operations to function at an optimum level.
- To assist in providing quality customer service ensuring customer enquiries are dealt with expeditiously and accurately.
- Provide and record information for the Water Branch in regards to inaccessible water meters and meter maintenance requirements.
- Conduct site inspections to assist in the recording of accurate rating data.

- Assist with the recovery program for overdue usage accounts.
- To assist in the overall operation of the Rates Branch by responding to general rate and usage billing enquiries expeditiously and accurately.
- Documentation to be filed and sorted in an orderly manner.
- Participate in professional development activities e.g. courses, seminars to maintain and continuously improve knowledge required to competently fulfill the requirements of the position.
- 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 Financial Support

- Provide support in the ongoing operations and transactional processing for the
- Revenue Team.
- Escalate matters as required.

Section Leader Financial Support

- Liaise as appropriate

Other Council Sections

- Foster teamwork and support collaborative work arrangements to develop and implement solutions.
- Share information and expertise to resolve issues and provide advice to other sections.
- Work closely with a range of staff across Coffs Harbour City Council on the day to day transactional processing of accounts.

Council Leadership Team

- Build and maintain effective and sustainable business and practical work relationships.
- Follow up any enquiries and outstanding actions in a timely manner and provide feedback and advice.
- Support the implementation of strategies / programs / projects / initiatives.

External

General public

- Respond to general public enquiries as required.

OTHER POSITION REQUIREMENTS

- Based on a 35-hour week, working days and hours are Monday to Friday between the times of 6:00am and 6:00pm as 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).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- 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 Yarrila Place, 27 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 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 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

- Class C Drivers Licence

Desirable

- Cert III in Business or equivalent experience
- Demonstrated experience in Administration or Customer Service including experience in reading utility meters (water, gas, electricity etc).

CAPABILITIES

- Demonstrated customer service skills.
- Demonstrated keyboard skills and computer literacy.
- Demonstrated high level oral and written communication skills.
- Demonstrated ability to initiate requirements of the Work Health Safety Act including Risk Management policies, relating to the position.
- Demonstrated ability to work both in a team environment and without supervision.

Position Demands Analysis

Meter Reader

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