



Position Description

POSITION TITLE:	Water Meter Officer
DEPARTMENT:	Engineering Services
SECTION:	Water and Sewerage
CLASSIFICATION:	Band 1 Level 3 – Grade 5
REPORTS TO:	Water and Sewer Senior Operator
DATE OF LAST REVIEW:	8 October 2026

PURPOSE OF THE POSITION

To provide water meter reading and replacement services

SELECTION CRITERIA

Essential

1. Class C NSW driver's licence.
2. OHS Construction Induction card.
3. Physical: Ability to walk long distances daily (up to 16km) and bend, kneel or lift up to 10kg safely.
4. Demonstrated ability to independently with minimal supervision
5. Good communication skills.
6. Knowledge of WHS and EEO legislation together with an ability to quickly gain knowledge of Council's
7. WHS system, associated policies and procedures.

Desirable

8. Proven word processing / spreadsheet / database operating skills.

KEY RESPONSIBILITIES

- Represent Nambucca Valley Council professionally: Independently managing occasional public and customer enquiries in a confident and professional manner.
- Carry out water meter reading services. Independently plan, navigate and complete daily assigned geographical routes to read residential and commercial water meters.
- Carry out water meter renewals: replace 20mm and 25mm water meters between meter reading runs.
- Collect and record work activity data: Record water meter reads, meter location and anomalies on handheld devices. Record water meter replacement data.
- Investigate water usage anomalies such as checking water meter accuracy (low usage) and assisting customers with identifying internal leaks (high usage).
- Smart water meters: assist with the transition to smart water meter reading technology, including digital meter installations and operating the meter software application.
- Proactively contribute to improved outcomes on WHS including maintaining own health and safety and that of other people at the workplace or those that may be effected by the work being carried out.

OTHER KEY CORPORATE RESPONSIBILITIES

Work Health and Safety	• Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm • Participate in development of safe work methods and risk assessments with your supervisor when required; • Actively participate in WHS inductions and training when required; • Wear personal protective equipment (PPE) in the prescribed manner and when specified; • Participate in workplace inspections if required; • Take care of any plant or equipment of any kind, including computer and other telecommunication devices; • Participate in emergency preparedness training, including any required knowledge for business continuity plans • Report all hazards, near misses and damage to Nambucca Valley Council's property to the General Manager (or delegate). • Where required for the position, either by legislation or through Nambucca Valley Council's policies and procedures, maintain all certificates, licences, operative training etc, and advise the General Manager (or delegate) of any change to these, including vehicle licences. • Report all injuries/illnesses to the General Manager (or delegate) immediately; • If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable. • Report any potential public liability and professional indemnity exposures in your workplace to the General Manager (or delegate).
Council's Policies and Procedures	Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed
Customer Service	Promote a professional and positive image of Council. Take a pro-active approach to providing excellent customer service – to both internal and external customers.
Equal Employment Opportunity	Comply with the requirements of the Anti-Discrimination legislation and Council's policies and procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.
Ethical Conduct	Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Environmental Protection	Comply with the requirements of legislation and Council's policies and procedures relating to environmental protection. Take appropriate action to ensure the protection of the environment.

Statutory Obligations	Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.
Records Management	Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
Teamwork	Support and promote teamwork through co-operation and communication.

OUTPUT MEASURES

- Water and sewer systems are operated in accordance with established procedures. No service interruptions are attributed to operator error.
- Asset maintenance and renewals are carried out in accordance with adopted procedures and relevant standards.
- Water and Sewer assets are constructed in accordance with approved designs or industry standards.
- Work activity data such as work order response and work-as-executed measurements are recorded to enable accurate asset, asset history and customer service records to be maintained. Data is recorded in staff diaries, Council's Customer Service Request (CSR) or other approved system.
- On-call roster and associated requirements are complied with.
- Operational knowledge and experience is shared and satisfactory assistance is provided.
- Satisfactory assistance is provided when requested
- Legal requirements are met. Council's WHS system, associated policies and procedures are complied with.

COUNCIL VALUES

Council is committed to creating a workplace where staff demonstrate the following values in our behaviour and conduct:

Professionalism	Show drive and motivation, innovation, risk awareness, an awareness of strengths and weaknesses and a commitment to learning
Accountability	Take responsibility for own actions, act in line with legislation and policy and be open and honest
Community Focus	Commit to delivering customer and community focused services in line with strategic objectives
Teamwork	Be a respectful, inclusive and reliable team member, collaborate with others and value diversity
Safety	Strive towards a safety focused workplace culture to ensure the wellbeing of staff, their families and the community
Value for money	Achieve results through efficient use of resources and a commitment to quality outcomes

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Nambucca Valley Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: