



POSITION DESCRIPTION

Position Title:	Water Services Operator
Directorate:	Engineering
Branch:	Water Services
Salary Grade:	Grade 4
Status of Position:	Fulltime
Hours of Work per week	38

POSITION REPORTS TO:

Water Services Supervisor

PRIMARY PURPOSE OF THE POSITION:

- To work as part of a team, deliver safe and reliable water and sewer services.
- Operate treatment processes to meet Council's quality systems, regulatory requirements and levels of service
- Operate and maintain Council's water and sewer assets
- Assist in providing excellent customer service for all of Council's water and sewerage stakeholders.

KEY ACCOUNTABILITIES:

- Operate of a variety of small and large mobile plant and equipment and ensure that all operations are conducted in accordance with Council policies and Water Services Supervisors directions
- Undertake the installation and maintenance of pipework and fittings across Councils water and sewage distribution network
- Undertake all maintenance and testing of pump stations are carried out in accordance with Council and industry requirements.
- Ensure that the process control of water and sewerage treatment facilities is in accordance with EPA and NSW Health standards
- Represent Council in a professional manner and provide courteous and efficient customer service when dealing with members of the public during the course of duty
- Adhere to all Council WHS policies and procedures in the workplace to contribute to a safe work environment and ensure the safety of self and others
- The employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training as per Clause 8 of Local Government (State) Award 2014

KEY CHALLENGES:

- Working in difficult conditions, such as trenches, confined spaces, heat or cold or dirty environments
- Managing competing priorities and responding to unexpected changes



KEY RELATIONSHIPS:

Who	Why
Internal	
Water Services Supervisor	<ul style="list-style-type: none"> Provides direction and supervision for role
Water Services Staff	<ul style="list-style-type: none"> Work as part of a team to deliver services
Director Engineering	<ul style="list-style-type: none"> Provides overall management of the Directorate and its employees
Council Staff and Management	<ul style="list-style-type: none"> Manage expectations and provide services
External	
Customers	<ul style="list-style-type: none"> Ensure stakeholders expectations are being met
Contractors	
Businesses	

RECRUITMENT SELECTION CRITERIA:

ESSENTIAL





1. NSW TAFE Cert III Water Industry Operations or DPI Water or Wastewater Treatment Operator Training Certificate or equivalent.
2. Demonstrated ability to work with a small team to achieve organizational outcomes on budget and within a specified time frame.
3. Demonstrated experience operating, maintaining and repairing water and/or sewer treatment and pumping facilities and working with Drinking Water Management Systems (DWMS) and Pollution Incident Response Management Plans (PIRMP)
4. Workcover WH&S General Induction for Construction Work (Whitecard)
5. Demonstrated ability to maintain records, interpersonal skills and communicate effectively in both verbal and written formats.
6. Demonstrated ability to operate computing technology including but not limited to computers, tablets and smart phones and associated software.
7. Demonstrated ability to work under minimal supervision and to organise resources on a daily basis.
8. Prepared to work according to a 7-day spread-of-hours on-call roster, and perform overtime duties (as applicable) where directed.
9. Understanding of and commitment to the principles of EEO and WH&S, and a demonstrated ability to apply them to work practices.
10. Class MR (manual) Drivers Licence

DESIRABLE

1. Traffic Control accreditations
2. Plant Operator Tickets (Backhoe/ Excavator/ Skidsteer)
3. Certificate for Safe Entry & Work in a Confined Space
4. Certificate for Track Safety Awareness
5. Laboratory analysis experience
6. DEUS/ DWE Dam Safety Surveillance qualification



KEY CAPABILITIES:

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest



Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology