

## Position Description: **Workshop Officer**

### POSITION DETAILS

<b>Position grade</b>	Grade 11		
<b>Position type</b>	Permanent		
<b>Reports to</b>	Fleet and Workshop Supervisor		
<b>Department</b>	Assets, Capital and Facilities		
<b>Job function group</b>	Technical and Trades		
<b>Staff reporting responsibilities</b>	Nil	<b>Budget responsibility</b>	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

In contributing to the overarching vision, the Workshop Officer provides administrative support to the Workshop Supervisor and the fleet services area. The position ensures efficient, cost effective, sustainable, and customer focused fleet procurement, management and reporting to an industry best practice standard, as per Council's policies and procedures and all regulatory fleet requirements, including all Council vehicles and plant, both owned and leased.

### QUALIFICATIONS AND EXPERIENCE

#### ***Essential***

- Fleet Management Certificate (IPWEA) or equivalent, and/or relevant work experience
- Forklift license
- Class C drivers licence
- Extensive knowledge of fleet management principles
- Working knowledge of Pinpoint telematics or equivalent
- Strong organisation and administration skills
- Experience in external contracts and supply
- Demonstrated customer centric approach to delivering services
- Conflict negotiation experience
- Ability to communicate with team members and sales representatives

- Competent computer skills, including the Microsoft suite of applications, particularly Excel, and financial and electronic document management systems.

### ***Desirable***

- Certificate III in auto industry parts interpretation, automotive administration or similar, and/or equivalent relevant experience (5 years) in the motor trade industry, e.g., customer advisor, coordinator, estimator, etc
- Class MR or HR drivers licence
- Experience in local government
- Comprehensive data analysis skills
- Experience in Technology One and ECM
- Experience in the operation of plant
- General Construction Induction Card (White Card).
- First Aid Certificate.

### **EMPLOYMENT SCREENING CHECKS**

- ☐ Qualification/s verification
- ☐ Drivers licence check (if driving Council vehicle)
- ☐ Criminal record check

### **DUTIES AND RESPONSIBILITIES**

#### ***Administrative***

- Obtain quotations for goods and services
- Help coordinate the daily operations of the workshop and allocations of tasks to be completed
- Conduct quotation reviews, and make decisions based on compliance with probity and policy criteria
- Follow up on outstanding purchase orders
- Generate purchase orders for goods and services
- Receipting of purchases in Technology One.
- Check quantity and quality of goods received
- Re-order report review and processing
- Workshop spares replacement and parts ordering
- Collect and collate workshop statistical data
- Annual stocktake reporting of workshop stores
- Obsolete inventory items reporting
- Investigate and establish alternatives for discontinued stock items
- Review cycle counts
- Review slow moving stock
- Dispose of obsolete materials and plant
- Add new inventory items
- Maintain/review stock levels
- Conduct monthly safety briefings
- Report any WHS issues to the manager



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- Ensure workshop and associated store areas are clean and tidy
- Ensure all stock items are stored in the correct location, the correct way, and labelled correctly
- Conduct regular, routine checks on operational equipment
- Contribute to staff meetings/toolbox talks and raise issues and questions, as appropriate.
- Liaise with the WHS Officer for hazard prevention
- Assist the Fleet Officer as required.

### ***Fleet acquisition and disposal***

- Prepare fleet specifications for tenders and quotation requests to meet Council's operational needs, and to obtain sustainable cost effective solutions
- Liaise with users in respect to fleet replacement needs, and make recommendations in respect to fleet replacement to ensure Council is effectively served by fleet purchases
- Action requests, obtain quotations and place orders for all Council fleet
- Follow up orders to establish delivery times and coordinate the receipt of fleet with the customer
- Completion of a weekly review of outstanding orders, follow up with suppliers, update purchase orders and notify staff of status of orders
- Check and ensure that the appropriate authority is provided for all requisitions and purchase orders
- Coordinate all fleet purchases and sales in consultation with the Procurement Team to enable fleet replacement costs to be determined on an annual basis
- Manage the purchase and disposal of Council's fleet to ensure the specifications of the fleet supplied meet the needs of Council, at the best price and that turnover costs with fleet are minimised
- Inspect and arrange any necessary repairs prior to the disposal of fleet to ensure Council receives a good return on investment.

### ***Fleet management***

- Provide information and advice on the establishment of the fleet budget, including disposal and replacement, to support the effective planning of Council
- Answer and address questions and complaints from operators and fleet users to ensure a high level of customer service
- Liaise with various maintenance and service providers, both internal and external, to ensure the fleet is maintained and serviced to manufacturer's specifications
- Ensure compliance with timely accident and fleet damage reporting requirements
- Liaise with Council's Risk and Insurance Coordinator in regard to fleet insurance and the processing of claims where damage has occurred, to protect Council's assets and minimise liability
- Attend conferences and industry days, as required, to ensure Council has the best information available in respect to the management of fleet
- Organise new fuel cards, and manage existing fuel cards on an ongoing basis
- Develop and maintain an appropriate 'quality system' which incorporates a 'total integrated asset management philosophy' with supporting systems, procedures and processes across all functions and activities undertaken within the fleet services area



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- Prepare and manage a 10 year rolling fleet replacement program
- Assist in the development of, and monitor, the capital and operational budget for fleet and plant
- Participate in the preparation of the yearly fleet replacement programs to enable fleet replacement costs to be determined on an annual basis
- Actively monitor fleet replacement timelines, and liaise with the relevant staff in regard to replacement specifications and delivery times
- Understand Council's budget limits in respect to fleet, and be aware of the financial delegation processes
- Implement, configure and maintain a telematics system to improve customer service, cut fuel costs, reduce operating expenses, and increase efficiencies
- Promote, develop and foster a culture of continuous improvement within the workshop and fleet group
- Understand and follow policies, procedures and legislation and help others to understand their obligations.

### ***Fleet reporting***

- Input of all relevant data into the Council's computerised record keeping system (ECM)
- Maintain records of all fleet and plant purchases and sales to ensure an accurate record of Council's assets
- Maintain the Technology One Fleet Asset System
- Analyse fleet usage data to ensure effective fleet utilisation, and make recommendations accordingly
- Monitor, audit and report fleet and fuel usage on a monthly basis
- Measure, analyse, and report annually on fleet utilisation, optimum replacement points, whole-of-life costs, downtime costs, maintenance failure records, and flat rate labour hours to comply with fleet management best practice.

### ***Other***

- Any other duties as may be directed from time to time by the Workshop Supervisor.

## **YOUR CORPORATE ACCOUNTABILITIES**

### ***Work Health and Safety (WHS)***

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council



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- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

### ***Child Safe Organisation***

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

### ***Fraud and Corruption Prevention***

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

### ***Customer Service***

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.



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## SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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