

Role Description

Dispatch Administration Officer



Title	Dispatch Administration Officer
Classification/Grade/Band	Band 2 Level 1
Group/Unit/Section	Water and Sewer/ Network Operations and Maintenance / Systems Operations / Water Operations Centre
Reports to	Team Leader Water Operations Centre

Vision

A vibrant organisation doing great things

Purpose

To provide valuable services that strengthens and supports the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Safe and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Dispatch Administration Officer is responsible for the day to day coordination of all reactive and scheduled water and sewer field work. This involves the receipt, triage, scheduling, dispatch and monitoring of all water and sewer field activities, as well as reinforcing process, data capture, cost allocation and reporting functions in alignment with the goals and objective set by the section.

The position of Dispatch Administration Officer is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Provide efficient dispatch and administration services to effectively coordinate professional and technical staff within the department;



- Efficiently action all water and sewerage SCADA system alarm events, CRM, email or phone call initiated events or work requests, prioritisation and dispatch to assigned field staff while providing updates via relevant communications mechanisms (eg. CCC webpage, etc);
- Strong attention to detail and business administration skills including the ability to navigate and maintain Council databases, data capture, management and integrity and assist with database submission and reporting;
- Demonstrated commitment to customer service including identifying opportunities to collaborate with stakeholders to continually improve processes;
- Monitor the correct use of Work Orders to ensure the correct use of the general ledger allocation in accordance with internal policy;
- Prepare systematic and ad-hoc reporting as required to support management regarding KPIs, legislative, regulatory, financial and operational requirements;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Dispatch Administration Officer influences the external environment by ensuring services are consistent with Council standards;
- The Dispatch Administration Officer complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Has little or no responsibility for budget development;



- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;



- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Certificate III qualification in Business Administration or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;
- Current Class C Driver's Licence.

EXPERIENCE

- Demonstrated competency using Council systems specifically GEO CORTEX, CRM, CX, SCADA, KRONOS, CASYS, Hansen, Content Manager, Pathways in addition to standard Microsoft Office suite;
- Demonstrated analytical and problem solving skills;
- Demonstrated knowledge of Water and Sewer industry;
- Proven experience in a customer service role providing a high level of administrative support and the ability to communicate effectively with staff at all levels, the public and vendors.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	State and Federal Government Agencies



