

# Role Description

## Quality Control and Reporting Officer



<b>Title</b>	<b>Quality Control and Reporting Officer</b>
<b>Classification/Grade/Band</b>	Band 2 / Level 2
<b>Group/Unit/Section</b>	Corporate Services / Plant and Fleet /Fleet Management
<b>Reports to</b>	Section Manager Fleet Management

### Vision

A vibrant organisation going great things.

### Purpose

To provide valuable services that strengthen and support the Central Coast Community

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best 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 Quality Control and Reporting Officer is responsible for accurate and timely reporting of key fleet performance and Plant and Fleet Unit operating metrics.

The position of Quality Control and Reporting Officer is required to provide quality customer service and create value for the community through supporting Council's plant and fleet service program.

### Key Duties and Responsibilities

- Collect and interpret data through internal and external means in order to support the Plant and Fleet Asset Management;



- Make judgements and recommendations by analysing results of Council's Plant and Fleet. This is inclusive of identifying patterns and trends within available data sets;
- Working alongside internal teams within the business or the management team to establish and prepare for business needs;
- Defining new data collection and analysis processes within Plant and Fleet;
- Develop, review and provide scheduled performance reports to required stakeholders;
- 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;
- Policy and procedures are readily available but the Quality Control and Reporting Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction.
- Decisions affect the work and activities of others within the section or from a specific project team.
- The work of the Quality Control and Reporting Officer influences the external environment by meeting basic standards of service.
- The Quality Control and Reporting Officer is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer.
- Identifies requirements as an input to budget development.
- Monitor budgetary spending within work area, against pre- determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within 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

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- 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;
- Purchase under delegation and comply with procedures;
- 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**

- Diploma in a Business / Management / Engineering / Fleet Management or related field, OR demonstrated contemporary experience in effectively performing functions in a similar role;
- Current Class C NSW Drivers License.

#### **Desirable**

- Fleet Management Certificate (IPWEA or equivalent qualification);
- Construction Induction Card – NSW SafeWork or equivalent or willing to obtain.

### **EXPERIENCE**

- Comprehensive knowledge and demonstrated experience in the area of fleet management principles, including utilisation, whole of life, GPS data management and maintenance;
- Comprehensive knowledge and demonstrated experience in the administration of fleet asset management and telematics systems such as GPS;
- Demonstrated experience in data models and reporting packages with ability to analyse large data sets;



- High skill in use of MS Excel and demonstrated ability to use pivot tables, slicers and other dynamic tools to analyse data quick and easily;
- Demonstrated analytical aptitude and inclination for problem-solving while paying attention to detail;
- Clear and concise verbal and written communication skills.

### Key Relationships

Internal	External
Unit Managers	Industry representatives and associations
Council employees	Vendors

