

POSITION TITLE:	Water Industry Operator
POSITION NUMBER:	10810
AWARD:	Queensland Local Government Industry (Stream B) Award – State 2017
AWARD CLASSIFICATION:	Banded 6 – 9 (Level 1 Operator class 6, Level 2 Operator class 8, Level 3 Operator class 9) <i>Movement between these classifications is dependent on skills and qualifications.</i>
REPORTS TO:	Supervisor Treatment
DEPARTMENT:	Infrastructure and Utilities

ABOUT US

Our vision

A progressive region creating opportunities for all.

Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

OBJECTIVE OF THIS ROLE

Reporting to the Supervisor Treatment the Water Industry Operator will undertake activities as directed to operate and undertake planned or responsive activities to the water and wastewater treatment plants, pump stations, reservoirs or sources, mechanical maintenance and facilitate electrical maintenance. This includes job planning, job safety and risk assessments, quality monitoring and reporting, identifying and reporting failures, causes and remedies, and actioning tasks from customer requests as directed.

KEY RESPONSIBILITIES IN THIS ROLE

Key Responsibilities Level 1 Operator (Level 6)

1. **Operate and monitor.** Undertake activities as directed to ensure effective daily and after-hours operation and monitoring of treatment facilities, including regular reporting. Carry out manual works as required.
2. **Water and effluent quality.** Undertake activities as directed to operate council's water and wastewater treatment plants to ensure compliance with Australian Drinking Water Guidelines and DES Environmental Authority conditions. Ability to follow escalation procedures in relation to operational issues, eg. Out of spec testing parameters, environmental overflows or exceedances, safety concerns.
3. **Continuity of service.** Follow work procedures to ensure continuity of service of pump stations, reservoirs, and treatment plants to achieve level of service and compliance.
4. **Planned maintenance.** Undertake planned maintenance schedules as directed with the aim to reduce responsive maintenance and unplanned breakdowns.
5. **Responsive maintenance.** Undertake unplanned breakdown maintenance as directed to ensure legislative requirements are met.
6. **Safety and training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved.
7. **On-call, after-hours, and weekend work.** Be available for emergency on-call duties if required, and to undertake after-hours responsive or operational activities if deemed suitably able.
8. **Laboratory work.** Ability to follow methods accurately to take samples of water and wastewater and undertake analysis within the laboratory or package for external laboratory testing. Attention to detail and accuracy of data in reporting to the regulator. At this level, the incumbent will be trained, and any data/results verified by a more experienced operator.
9. **Procedures.** Ability to follow standard operating procedures and directions.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting supervisor and/or manager.

Key Responsibilities Level 2 Operator (Level 8)

1. **Operate and monitor.** Undertake activities as directed to ensure effective daily and after-hours operation and monitoring of treatment facilities, including regular reporting. Carry out manual works as required.
2. **Water and effluent quality.** Undertake activities as directed to operate council's water and wastewater treatment plants to ensure compliance with Australian Drinking Water Guidelines and DES Environmental Authority conditions. Ability to follow escalation procedures in relation to operational issues, eg. Out of spec testing parameters, environmental overflows or exceedances, safety concerns.
3. **Continuity of service.** Follow work procedures to ensure continuity of service of pump stations, reservoirs, and treatment plants to achieve level of service and compliance.

4. **Planned maintenance.** Undertake planned maintenance schedules with the aim to reduce responsive maintenance and unplanned breakdowns.
5. **Responsive maintenance.** Undertake unplanned breakdown maintenance to ensure legislative requirements are met.
6. **Safety and training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved. Assist with the training of new operators where required.
7. **On-call / after-hours and weekend work.** Be available for emergency response duties. Participate in an on-call roster system and undertake after-hours or weekend operational tasks and reactive activities.
8. **Laboratory Work.** Ability to follow methods accurately to take samples of water and wastewater and undertake analysis within the laboratory or package for external laboratory testing. Attention to detail and accuracy of data in reporting to the regulator. At this level, the incumbent will be trained, and any data/results verified by a more experienced operator.
9. **Procedures.** Ability to follow standard operating procedures and directions. Be actively involved in the review of these procedures. Ability to understand regulatory documents such as drinking water management plan and environmental authority requirements.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting supervisor and/or manager.

Key Responsibilities Level 3 Operator (Level 9)

1. **Operate and monitor.** As leading hand, lead staff day to day work activities to ensure effective daily and after-hours operation and monitoring of treatment facilities, including regular reporting. This includes sharing knowledge and experience and mentoring level 1 & level 2 operators. Carry out manual works as required.
2. **Water and effluent quality. Coordinate and/or** undertake activities to operate council's water and wastewater treatment plants to ensure compliance with Australian Drinking Water Guidelines and DES Environmental Authority conditions. Ability to follow escalation procedures in relation to operational issues, eg. Out of spec testing parameters, environmental overflows or exceedances, safety concerns.
3. **Continuity of service.** Develop, implement, and follow work procedures to ensure continuity of service of pump stations, reservoirs and treatment plants to achieve level of service and compliance.
4. **Planned Maintenance.** Implement planned maintenance schedules with the aim to reduce responsive maintenance and unplanned breakdowns.
5. **Responsive Maintenance.** Respond to unplanned breakdowns to ensure legislative requirements are met.

6. **Safety and training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved. Assist with the training of new operators where required.
7. **On-call / after-hours and weekend work.** Be available for emergency response duties. Participate in an on-call roster system and undertake after-hours or weekend operational tasks and reactive activities.
8. **Laboratory Work.** Ability to follow methods accurately to take samples of water and wastewater and undertake analysis within the laboratory or package for external laboratory testing. Attention to detail and accuracy of data in reporting to the regulator
9. **Procedures.** Ability to follow standard operating procedures and directions and mentor other operators in these procedures. Be actively involved in the review of these procedures. Ability to understand and participate in the review of regulatory documents in collaboration with the compliance team. These documents may include drinking water management plan and environmental authority requirements.
10. **Financial.** Procurement of day-to-day goods and service requirements to undertake treatment activities and maintain minimum stock levels

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting supervisor and/or manager.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Level 1 Operator

Mandatory:

- Willingness and ability to learn tasks required to operate and maintain water and wastewater treatment plants

Desirable:

- Field experience in a similar or related role.

Level 2 Operator

Mandatory:

- Sound knowledge of water and wastewater treatment plant operations planned and reactive maintenance activities.
- Ability to contribute to problem solving and be proactive in providing solutions.
- Ability to understand data and trends, identify possible issues and escalate where required.
- Field experience in a similar or related role.
- Significant experience in the water industry and willingness and ability to undertake Cert III in Water Industry Operations.

Desirable:

- Competent use of Microsoft programs
- Demonstrated experience operating SCADA systems

Level 3 Operator

Mandatory:

- Advanced knowledge of water and wastewater network and treatment plant operations planned and reactive maintenance activities.
- Ability as most experienced operator to lead discussions in problem solving and be proactive in providing solutions.
- Demonstrated experience operating SCADA systems.
- Significant field experience in a similar or related role.

Desirable:

- Competent use of full range of Microsoft programs.
- Experience in local government operation and environment.
- Ability to understand data, trends and patterns to identify possible issues in advance and escalate where required.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Level 1 Operator

Mandatory:

- Minimum of Queensland C class provisional manual drivers' licence.
- General Construction Induction Card.
- Willingness and ability to undertake Cert III Water Industry Operations and other training as required.
- Willingness and ability to undertake working at heights, breathing apparatus and confined space training.

Desirable:

- Forklift licence.

Level 2 Operator

Mandatory:

- Minimum of Queensland C class provisional manual drivers' licence.
- General Construction Induction Card.
- Cert III Water Industry Operations with a minimum of 1 year experience in the water industry.
- Willingness and ability to undertake working at heights, breathing apparatus and confined space training.

Desirable:

- MR licence.
- Forklift licence.

Level 3 Operator

Mandatory:

- Minimum of Queensland C class provisional manual drivers' licence.
- General Construction Induction Card.
- Cert III Water Industry Operations with significant experience.
- Willingness and ability to undertake working at heights, breathing apparatus and confined space training.

Desirable:

- MR licence.
- Forklift licence.
- Certificate IV WHS (or equivalent).

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position requires the employee to work outdoors carrying out physical tasks which may include constant forward reaching, constant hand function, frequent standing, frequent walking, frequent seated postures, frequent squatting/kneeling, frequent stair climbing, occasional forward bent postures, occasional static neck postures, lifting up to 20kg and carrying up to 20kg.

Additionally, this position will be required to perform work where environmental factors may include sun, rain, wind, effluent waste, chemicals including acids and in or around bodies of water.

IMMUNISATION REQUIREMENTS

Council's Health Risk Assessment has identified this position as having exposure to biological hazards as they may encounter raw water, sewage aerosols and biosolids. Council offers an immunisation clinic to all workers who are in roles that have exposures to biologicals to provide protection against vaccine preventable diseases such as Tetanus, Hepatitis A and Hepatitis B.

CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.
3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Local Government Act, 2009* and *Work Health and Safety, Act 2011*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a position on a temporary basis, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Medical Assessment.
- Qualification check.
- Reference checks.

CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	2
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	2
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	2
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	2
Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	2
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	2
Customer service	Aligning your behaviour with the customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	2

Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	2
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A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.

GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any competency, licence or qualification, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said competency/licence/qualification.

Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date