

POSITION DETAILS

Position Title:	Technical Officer, Assets Restorations	Position Grade:	Grade 9
Department/Directorate:	Operations / City Works	Position Status / Hours per Week:	Full-time (38 hours)

PRIMARY PURPOSE OF THE POSITION

- Investigating complaints / requests and prepare reports and correspondence.
 - Investigate and formulate engineering solutions to requests received from the public via TRIM, CRM, Councillors and over the phone
 - Prepare written responses and reports
 - Fulfill administrative and record requirements (TRIM, CRM and condition photos)
- Assist in the management of the restoration of Council's public infrastructure resulting from public utility works and private development, including the administration of the cost recovery, use of contractors to do the restoration works, liaison with affected property owners and dealing with the utilities and developers.
 - Assist Team Leader, Asset Restoration with Utility and Developer restoration work
 - Monitor the activities of both Utilities and Developers during their activities to ensure compliance with Council specifications.
 - Conduct pre and post inspections of the condition of Council's infrastructure at demolition and development sites.
 - Assist in the compilation of packages of work for issue to both in-house work crews and contractors carrying out minor projects as required and implement necessary work on infrastructure assets (including, but not restricted to laybacks, driveways, kerb & gutter and footpaths).
- Inspection of Council's public infrastructure for information on condition, and assist in the preparation and updating of reports and asset management plans including the data management.
 - Inspect and record the condition of Council's public infrastructure
- Contribute to the team to achieve specified outcomes
 - Assist Engineering staff in the performance of their duties
 - Adhere to mandatory requirements related Work Health and Safety Act, EEO and relevant legislation
 - Project a positive Council image in dealing with both internal and external customers
- Promote Driveway Construction as a viable business Activity
 - Compile quotations for residential and commercial driveways
 - Engage resources, supervise construction, and arrange for invoicing

SELECTION CRITERIA

Education / Qualifications

- TAFE Certificate Level 3 in Civil Construction or equivalent.
- Accreditation in Traffic Control Plan design and implementation (Level 2)
- Current Class C Driver's License.

Experience/Specific skills

- Demonstrated experience and knowledge in civil construction and maintenance, including supervision and administration of contracts for works
- Effective liaison, communication and conflict resolution skills (verbal and written).
- Excellent customer service skills.
- Excellent organisational and time management skills.
- Excellent record keeping (filing and data entry) skills.

- Proven ability to work in a safe manner and experience in Traffic Management.
- Knowledge of WHS Act, environmental regulations and the RMS (former RTA) requirements
- Sound written and verbal communication skills and customer service skills.

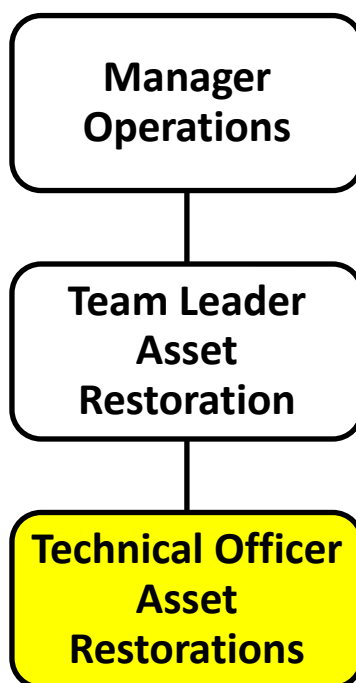
Personal Attributes

- Enjoy working in a structured, routine based environment and work to deadlines (CRM, TRIM)
- Adaptable and flexible approach to work requirements

Desirable Qualifications, Experience and/or Skills

- Certificate IV in Frontline Management or Civil Construction or equivalent
- Demonstrated ability in using Microsoft Word, Excel and Outlook
- Knowledge of quantity calculation & estimating
- Knowledge of cost control & management
- Bilingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the City Works directorate of the organisation.

- Public (other) development and management
- Asset planning delivery management (all asset types)
- Asset planning system maintenance service (all asset types)
- Traffic network development and management
- Car Park integration development and management
- Assessment of LDAs for traffic, parking and public infrastructure requirements service
- Roads, bridges and retaining walls development and management
- Wharves, jetty's, boat ramps and sea walls development and management
- Footpaths & cycleways within road reserves development and management

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

CORPORATE ACCOUNTABILITIES

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	