

POSITION DESCRIPTION

Position Title:	Water Metering Team Leader	Position Code:	6-WMTL
Division:	Infrastructure	Grade:	E
Location:	Dubbo	Hours/Week:	38-9 day fortnight
Reports To:	Water & Sewer Operations Specialist - Reticulation		
No. Direct Reports:	1	No. Indirect Reports	Nil

Primary Purpose of Position

The Water Metering – Team Leader is responsible for Operation and maintenance of the Smart Water Meter database program, devices and meters and ensuring that accurate records are kept and maintained of Dubbo Regional Councils water meter fleet including installation, operation, replacement, maintenance and reading of all meters.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Water Meters	<ul style="list-style-type: none"> • Install and carry out maintenance on water meters • Supervision of the installation of water meters by contractors. • Operation and maintenance of Smart Water Meter • Report on installation and replacement of meters
Asset Management	<ul style="list-style-type: none"> • Provide beneficial and cost efficient services in relation to repair, replacement and maintenance of water meters. • Monthly reading and operational check of Councils Hydrant Stand pipe fleet • Ensure accurate record are maintained of the installation, replacement and disposal of all of Councils water meter fleet.
Customer Service	<ul style="list-style-type: none"> • Ensure high level of customer service to external and internal customers and maintaining customer and client relationships • Investigate Water meter complaints no meter accuracy and operation • Conduct information sessions for W&S Operations – Reticulation staff on Smart water meters
Investigate complaints of water services breaches	<ul style="list-style-type: none"> • Site visits are conducted in accordance with Council WH & S and Customer Service Policies. • Respond to water meter tampering, theft and damage as reported
Database Management	<ul style="list-style-type: none"> • Ensure the currency and accuracy of specialist databases. Undertake database maintenance as required

Key Accountabilities / Duties

	<ul style="list-style-type: none"> Utilise a range of computerised database and web-based programs to undertake daily tasks.
Smart Water Meter Technology Software	<ul style="list-style-type: none"> Utilise the smart meter technology platforms to assist with reporting and gathering information to assist with customer enquiries. Administer and Investigate Aqualus reporting eg No signal, quarantined, reading exceptions, advice errors, no reports
Team/People Management & Support	<ul style="list-style-type: none"> Supervise your team and their duties ensuring that individual accountabilities and performance are monitored and achieved. Participate and contribute to an effective and productive team Ensure that the organisation's policies and procedures are fully understood and adhered to by your team. Ensure appropriate communication to your team to ensure awareness of relevant key issues Foster good team work and high staff morale within the team.

Inherent Requirements of the Position

- General Construction Induction Card
- Testing and inoculation against sewerage industry diseases available
- Willingness to undertake further studies and training as required
- Pre Employment Health Assessment
- Confined Spaces Ticket
- Rail Industry Safety Induction (RSI) Card
- Class C Drivers Licence
- Willingness to undertake further studies and training as required
- This position is required to work indoors and outdoors, in public and non-public areas, thus a reasonable level of fitness and good manual handling techniques are inherent requirements of this role.
- This position is required to wear Dubbo Regional Council issued Personal Protective Equipment in accordance with Council's Policy when working outdoors.
- The position is provided with a Dubbo Regional Council mobile phone which must be carried at all times during work hours.
- The occupant of this position will be required to travel between Dubbo and Wellington and operate out of Council's office or depot facilities as necessary.

Selection Criteria

Essential

- Extensive experience and knowledge of cloud base databases
- Intermediate to high level computer skills

3. Demonstrated ability to lead and work effectively in a team
4. Demonstrates good communication, conflict resolution skills and experience in customer service
5. Class C drivers licence
6. Experience in the operation and maintenance of Smart Water Meters and managing software

Desirable

7. Back Flow Prevention Device testing and maintenance Certificate
8. Certificate III Water Operations (reticulation) and previous experience in water/sewer industry

Organisation Wide Accountabilities

Corporate Values	<p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> • Progressive <ul style="list-style-type: none"> ○ Be Curious, Courageous and Committed • Sustainable <ul style="list-style-type: none"> ○ Balanced Approach To Growth and Opportunity • One Team <ul style="list-style-type: none"> ○ Working Together • Integrity <ul style="list-style-type: none"> ○ Accountable For Our Actions
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	<p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.</p>
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct.

- Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: