



INFORMATION PACKAGE

POSITION VACANT

ASSET INSPECTOR/CUSTOMER SERVICE OFFICER FIXED TERM UP TO OCTOBER 2022

REF NO: ESC498

CLOSING DATE: 4.30PM TUESDAY 5 OCTOBER 2021

CONTENTS

- *Important Information*
- *Job Description*
- *Conditions of Employment*
- *Organisational Chart*
- *Divisional Chart*

Eurobodalla Shire Council
PO Box 99
MORUYA NSW 2537

Telephone: (02) 4474 1016
Facsimile: (02) 4474 1212
Email: positions@esc.nsw.gov.au

Thank you for enquiring about this position.
If, after reading the information in this package, you would like further information please contact Margaret Sale on 0429 123 686.



Collaborative Respectful Team Spirit Professional Open + Trusting



Important Information

Use our on-line application system to apply for this position. This can be accessed through the Vacant Positions section of Council's website www.esc.nsw.gov.au

Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples where you can.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application don't hesitate to contact the Council's recruitment team on (02) 4474 1016.



Position Description

Asset Inspector/Customer Service Officer


Position Code	128 – Fixed Term
Division	Works
Location	Moruya Depot
Band/Level	Administrative / Technical / Trades Band 2 Level 2

Council values

The Eurobodalla Shire Council is guided by organisational values of collaboration, respect, team spirit, professionalism and openness and trust. These values contribute to the organisation's strategic direction and assist with decision making.

Our values represent 'the way we do things' and underpin the range of professional relationships we have with others in our day-to-day work. By reflecting and upholding our values throughout the organisation, we can make a positive difference for our community and our colleagues.

We are proud to be an equal employment opportunity employer. We have a strong commitment to enhancing equality of employment opportunities for all people, including those from diverse and minority backgrounds.

 Our values	We are collaborative	We ask for and share ideas, insights and knowledge. We find strength and reward in working together.
	We are respectful	We show respect and compassion to each other and our community. When there are issues, we go to the source.
	We show team spirit	We nurture and value our relationships, bringing out the best in each other.
	We are professional	We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.
	We are open and trusting	We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

1. Undertake all physical inspections and subsequent reporting requirements for Council's road risk management system, footpaths, stormwater, structures and other council assets maintained by Council's Works Division.
2. Undertake all physical inspections and subsequent reporting requirements for Council's Single Invitation Maintenance Contract for MR51.
3. Investigate, determine and follow-up on customer inquiries related to Works activities.

Main duties and key result areas (KRA)

1. Undertake all scheduled and unscheduled Risk management inspections for the Shire's transport assets including roads, footpaths, stormwater and structures.

KRA: All risk management and CRM documentation to agreed standards and presented in a timely manner. Service standards are maintained in accordance with Council Risk management policy and procedures.

2. Undertake all scheduled and unscheduled inspections, reporting requirements and associated activities for the MR51 Single Invitation Contract including:
 - Primary, Roadway, Night, Special, Event, Rock fence, Corridor, Joint and Ordered inspections as per contract specifications.
 - Requested inspections by the Maintenance Coordinator and Maintenance Planning Officer
 - Emergency response to accidents and incidents reported to the council.
 - Support vehicle for specified tasks as required for traffic management activities.

KRA: All MR51 Inspection activities to be undertaken in accordance with the schedule of inspections as specified by the MR 51 SIC contract.

3. Undertake the investigation of customer complaints and service requests in relation to services and activities of the Works Division of Infrastructure Services including:
 - Roads
 - Drainage
 - Parks & reserves
 - Other matters

KRA: Customer service standards contained in Council's Management Plan achieved. All CRM documentation to agreed standards and presented in a timely manner. In conjunction with works Depot staff, actively pursue the reduction of the "Outstanding CRM counts" derived from monthly performance reports

4. Determine appropriate action and make recommendations to address the complaint/service request (CRM) taking account of available resources and budgets, existing work programs, appropriate asset/risk management strategies and Council policies for all council maintenance and capital works activities.
KRA: Actions determined for routine maintenance are consistent with Council's policies/procedures, resources and budget allocations. Recommendations for major maintenance/capital works consistent with Council's Management Plan, policies/procedures and programs. Solutions fit for purpose.
5. Make recommendations on the action(s) required to address the CRM where major maintenance or capital works are required and/or inform the customer of Council's adopted programs.
KRA: Recommendations for major maintenance/capital works consistent with Council's Management Plan, policies/procedures and programs. Solutions fit for purpose. Customers informed in a professional and timely manner.
6. Monitor and report on the Works Division's performance in managing CRMs, including inspection timeframes, work completion and customer satisfaction.
KRA: Reports provided in a timely manner in the agreed form. Activities well coordinated with the depot team.
7. Review engineering maintenance schedules and actively pursue reduction of outstanding CRM counts.
KRA: Review of CRMs conducted fortnightly and reported to Maintenance Coordinator and Parks Coordinator. CRM count reduced/maintained to agreed levels.
KRA: Risk management inspection schedule for Parks and Gardens is achieved. Information gathered is accurate and consistent with Council's procedures. Data entry is accurate. Reports are timely and meet customer's needs.
8. Undertake the installation of traffic counting devices across the shire and the recording of associated data.
KRA: Traffic counting devices are installed in a safe and timely manner as per the programme supplied by Council's Traffic Officer. Data is recorded accurately and entered into the relevant database.
9. Follow EEO and diversity principles and practices.
KRA: Work practices are compliant with EEO and diversity policies and procedures.
10. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.
KRA: Council's WHS Policy and procedures complied with.

Qualifications/Experience (Selection Criteria)

Essential

1. Good verbal and written communication skills.
2. Ability to persuade and influence others in a positive manner.
3. Experience in dealing with the public and other authorities.
4. Strong focus on servicing customers, both internal and external.
5. Knowledge of road maintenance.
6. Knowledge of plant capabilities.
7. Good computing skills.
8. Ability and willingness to work harmoniously in a team environment.
9. Ability and preparedness to work flexibly in accordance with the Award conditions.
10. Willingness and ability to follow EEO and diversity principles and practices.
11. Knowledge of, or the ability to quickly gain knowledge of, Council's WHS Policy and procedures.

Desirable

1. Knowledge of road construction
2. Knowledge of parks and gardens, maintenance and construction
3. Experience in estimating and job costing
4. Ability to produce regular reports against service targets

Licence requirements

The following is the list of licence requirements for this role:

Mandatory licences required prior to commencement

1. Class C Drivers Licence

Mandatory licences required to obtain with Council assistance if not currently held

1. Traffic – Traffic Controller
2. Traffic – Implement Traffic Control Plans

**The requirements outlined in Council's Policies and Codes of Practice
apply to all employees of Council.**

EMPLOYEE: Vacant
SUPERVISOR: Daniel Weekes – Maintenance Planning Officer
DATE: September 2021

CONDITIONS OF EMPLOYMENT

Position Title:	Asset Inspector/Customer Service Officer (Fixed Term)						
Reference Number:	ESC498						
Grading:	Grade 10 of Council's salary system						
Salary Range:	<p>In the range of \$2,672.81 to \$2,853.27 gross per fortnight comprised of:</p> <ul style="list-style-type: none"> * \$2,396.43 to \$2,560.57 base salary, * \$33.40 Adverse Working Conditions Allowance, plus * \$242.98 to \$259.40 superannuation (calculated at 10%) 						
Vehicle:	A fully maintained Council vehicle for work purposes (including to/from home use) is available with this position.						
Award:	Local Government (State) Award 2020						
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.						
Pre-placement Medical:	An offer of employment for this position is subject to medical clearance to verify that you are safely able to undertake the duties of the position. Pre-placement medical examinations are at Council's expense.						
Hours of Work:	<p>Full-time, 76 hours per fortnight with hours currently arranged:</p> <table> <tr> <td>Mon to Thurs</td><td>6.55am to 4.05pm</td></tr> <tr> <td>Fri – Week 1</td><td>6.55am to 2.05pm</td></tr> <tr> <td>Fri – Week 2</td><td>RDO</td></tr> </table> <p>with variations from time to time to meet work requirements.</p> <p>ESC has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.</p>	Mon to Thurs	6.55am to 4.05pm	Fri – Week 1	6.55am to 2.05pm	Fri – Week 2	RDO
Mon to Thurs	6.55am to 4.05pm						
Fri – Week 1	6.55am to 2.05pm						
Fri – Week 2	RDO						
Location:	Based from the Moruya Depot and required to work at various locations across the Shire.						

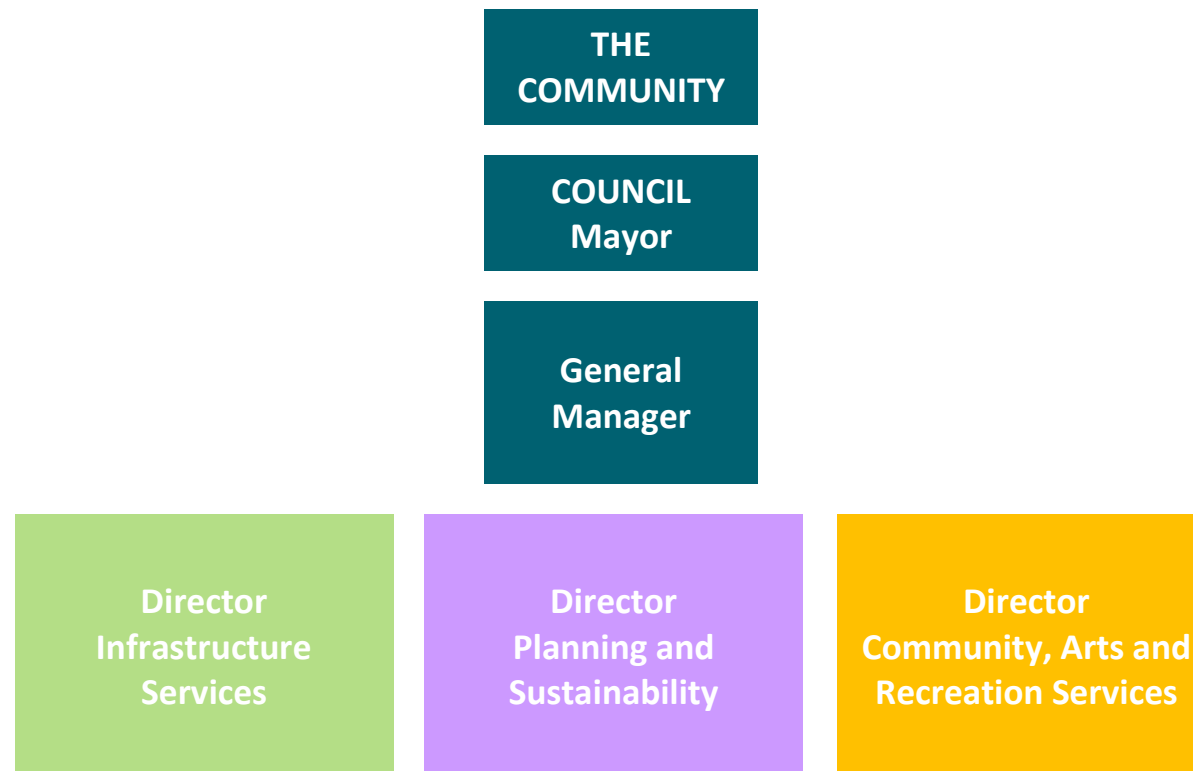
Leave Entitlements:

4 weeks annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.

3 weeks sick leave on commencement. Additional 3 weeks accumulated on each anniversary of appointment.

ESC is committed to a safe and mentally and physically healthy workplace environment. Council is an equal employment opportunity employer with a smoke free work environment. We encourage applications from people of Aboriginal/Torres Strait Island backgrounds, people with a disability and their carers, people from non-English speaking backgrounds and women.

EUROBODALLA SHIRE COUNCIL ORGANISATION CHART



EUROBODALLA SHIRE COUNCIL

DIVISION CHART

