

POSITION DESCRIPTION

SERVICE DELIVERY SCHEDULER

POSITION NUMBER	3029
DIRECTORATE	Assets and Infrastructure
SECTION	Engineering Operations
REPORTS TO	Executive Manager Engineering Operations
DIRECT REPORTS	Nil
GRADE	11
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2017
DATE PREPARED	19 July 2018
DATE LAST UPDATED	19 July 2018

1. PURPOSE OF THE POSITION

Responsible for the day to day scheduling of responsive works and monitoring the implementation of cyclic works programs through the works planning system for all Engineering Operations maintenance crews in Parks and Trees Maintenance, Trades and City Presentation. Centrally coordinate all service and works requests ensuring service standards are met. Acts as the main contact between customer, customer service centre and Engineering Operations.

2. KEY ACCOUNTABILITIES

- 2.1 Ensure the works planning systems is maintained and updated daily making real-time adjustments to work plans for all teams within Engineering Operations with consideration of safety, availability, prioritising service requests, completion of existing works, absence and leave planning, emergencies and cyclic works programs
- 2.2 Liaise with Coordinators, Team Leaders and administration staff in regard to works scheduling and the delivery of planned and unplanned service delivery
- 2.3 Continuously plan work flow by effectively scheduling work programs to ensure productive and efficient service delivery
- 2.4 Ensure processes are in place to regularly review the works plan, efficiency and productivity related to each work crew and business unit and overall delivery of service related KPIs
- 2.5 Contribute to internal and external communications relating to the delivery of works plans across each department within Engineering Operations
- 2.6 Work closely with key stakeholders to drive continuous improvement and attaining management buy in.

- 2.7 Source, collate and compile data to track and report on works program progress against milestones and deliverables.
- 2.8 Provide information relating to correspondence regarding service levels and works completion
- 2.9 Share information and learning across teams.
- 2.10 Work autonomously and as a member of a team to deliver key projects and deliverables within deadlines and to a high quality.
- 2.11 Build strong relationships with management, other staff and develop an understanding of their business requirements
- 2.12 Undertake training as required and provide training to staff as needed.
- 2.13 Maintain regular operational reporting.
- 2.14 Liaise with internal and external customers, contractors and various levels of Council management.
- 2.15 Report any matters affecting Council's risk management, public liability and insurance claims immediately to the relevant Coordinator.
- 2.16 Represent and contribute positively to Council's public profile.
- 2.17 Perform any other duties as directed by the Executive Manager Engineering Operations.

3. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

4. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

5. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

6. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

7. CUSTOMERS

- 8.1 Provide effective service to Council customers and the community
- 8.2 Provide effective service to internal customers
- 8.3 Present a positive image of Council

8. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

9. SELECTION CRITERIA

Qualifications, Certificates & Licences

9.1 Class C Drivers Licence

Essential

- 1.1 A minimum of 5 years' administrative experience in a complex work environment
- 1.2 Demonstrated work experience in planning and scheduling work activities across a diverse work group
- 1.3 Experience and demonstrated competence in the use of works scheduling and work management software and other industry standard software packages
- 1.4 Demonstrated experience in influencing others
- 1.5 Understanding of and commitment to WHS practices and EEO principles
- 1.6 Demonstrated commitment to customer service
- 1.7 Appropriate written and oral communication skills

Desirable

- 1.8 Tertiary qualification in a related discipline, or willingness to obtain

EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name: _____

Signature: _____

Date: _____