

POSITION DESCRIPTION

Our Values



Position title:	Water & Wastewater Attendant / Meter Reader
Position code:	2190
Section:	Infrastructure Services – Civic Services
Position reports to:	Team Leader Water Reactive Maintenance
Band and level:	Band 1 Level 3
Salary grade:	Grade 5
Staff management:	No
Budget responsibility:	No

Primary function of the role:

Water & Wastewater Attendant is an integral position of the Civic Services Section within Council's Infrastructure Services Directorate. This position plays a key role in performing operations, maintenance and construction works on Council's water and wastewater infrastructure.

Work Health and Safety:

This position has been identified as an Officer under the *Work Health and Safety Act 2011*. You will be required to comply with all obligations and responsibilities outlined in this statute.

Person Description

The right person for this role will:

- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values.

The Water & Wastewater Attendant / Meter Reader will

- Carry out operational and maintenance tasks on Council's water and wastewater infrastructure, as directed by the Team Leaders
- Perform a range of labouring tasks required for the operation, maintenance and construction of water and wastewater infrastructure
- Carry out construction and / or renewal works on water and wastewater infrastructure
- Contribute to daily planning discussions, toolboxes and other relevant meetings ensuring that operational safety standards and other requirements are met at an operational level
- Ensure that all corporate records including accident/incident reporting, plant operation and risk assessments activities are fully and accurately captured and maintained, to comply with legislative requirements and business needs
- Written and verbal communication, including completion of documentation associated with task execution, timesheets, accident/incident reporting and risk assessments activities
- Undertake traffic management, including selecting and implementing traffic control plans
- Work on an on-call roster outside of normal working hours, and
- Undertake other tasks within the capabilities of the role as directed by the Team Leaders such as quarterly meter reading of household water consumption.

Key responsibilities and performance goals:

Responsibilities		Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none">• An engaged workforce fostering a culture of safety and behaviour based on safety principles.• Makes safety an integral part of work, it is everyone's responsibility to implement the expected behaviours of our organisation.
Governance and Risk	Understanding of the day to day implementation of Council's Code of Conduct	<ul style="list-style-type: none">• Duties are performed in accordance with Council's Code of Conduct.
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none">• Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.• Enhance your knowledge base.• Drive a customer service approach in all internal and external interactions
Finance	Understanding of accountability for financial and physical resources.	<ul style="list-style-type: none">• Ensure works are undertaken in compliance with designated resource allocation.
People	Be part of a cohesive and high performing customer centred, results driven team.	<ul style="list-style-type: none">• Demonstrate accountable, affiliative and constructive behaviours in all interactions.• Promote ways in which the team members can continue to learn.• Commitment to fostering and participating in a positive team

		environment. <ul style="list-style-type: none"> • Be flexible and adaptable to the changing needs of the team. • Participate and contribute. • Be available to take on other roles as required (e.g. in leave periods).
Drive Innovation	Create a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.	<ul style="list-style-type: none"> • Initiate utilisation of technology to: Ensure single source of the truth. • Network with peers to continue to generate business improvements.

Entry Level Qualifications: Skills and Experience

Qualifications, certificates and licences

- Basic level of computer literacy and competence in the use of tablets;
- Sound verbal and written communication skills
- Current immunisation against Hepatitis A and Hepatitis B viruses or willingness to participate in an immunisation program
- Current Class C drivers licence, and
- General Construction Induction training (white card).

Desirable

- Certificate III in Water Operations, Civil Construction (Pipe Laying) and / or equivalent experience
- Experience and understanding of the operation and maintenance of water and wastewater infrastructure including pressure mains, gravity mains, services, manholes, hydrants, valves, meters and similar
- Confined Spaces Certificate of Competency
- Licence to Remove Asbestos (Class B)
- Safe Work Near Powerlines training
- Traffic Controller training, and
- Implement a Traffic Control Plan training.

Experience, skills and knowledge

- Ability to follow workplace procedures for reporting incidents, injuries, near misses, property damage and workplace hazards
- Basic data entry into computers or portable electronic devices
- Correctly interpret plans and diagrams
- Respond to field-based customer enquiries and complaints
- Demonstrate a strong commitment towards Work Health & Safety systems by ensuring risk assessments and hazard identification are undertaken and appropriate controls put in place for all activities within their area of responsibility, and
- Undertake sustainable work practices that align with Council's commitment to the principles of sustainability, focusing on innovation and sustainable use (and re-use) of materials.

SKILLS STEPS

STEP 1

Demonstrate, providing examples or copies of the following:

- 1.1 Establish and maintain effective workplace relationships by contributing to meetings and engaging in discussions with other team members;
- 1.2 Sound understanding of pipework and pipe fittings, including pipe types; pipe materials and pressure ratings; types of couplings and when they are used; types of valves and how they work; meters and how they are installed;
- 1.3 (As required) Undertake meter reading and hydrant maintenance without supervision;
- 1.4 Assist in the repair and construction of pipework, pits and manholes;
- 1.5 Ability to erect trenching and shoring to required standards;
- 1.6 Understanding and ability to independently liaise with Stores Officer and restock trucks;
- 1.7 Undertaken Traffic Controller training; and
- 1.8 Undertaken Implement a Traffic Control Plan training.

STEP 2

Demonstrate, providing examples or copies of the following:

- 2.1 Basic understanding of Council's water and wastewater reticulation networks;
- 2.2 Sound understanding of Council's specifications for the installation and repair of water and wastewater infrastructure;
- 2.3 Ability to prepare a work site and undertake a standard operation and / or maintenance task without constant supervision and prompting – tasks should include: replacing water meters; repairing water and sewer mains, repairing manholes and pits; flushing and water quality testing, and clearing sewer chokes;
- 2.4 Ability to assess the nature of repairs required for damaged water and wastewater infrastructure;
- 2.5 Work on-call;
- 2.6 Obtained Confined Spaces Certificate of Competency;
- 2.7 Obtained Licence to Remove Asbestos (Class B); and
- 2.8 Undertaken Safe Work Near Powerlines training.

STEP 3

Does Not Apply

STEP 4

Demonstrate, providing examples or copies of the following:

- 4.1 Detailed understanding of Council's water and wastewater reticulation networks;
 - 4.2 Basic understanding of drinking water requirements, including Council's Drinking Water Management System and the Australian Drinking Water Guidelines;
 - 4.3 Use own skills, ability and knowledge to lead by example, setting the standard of workmanship, work ethic and team relationship for other staff to follow;
 - 4.4 Pursuing and implementing innovative approaches to the performance of operations, maintenance and construction tasks;
 - 4.5 Undertake technical investigations relevant to water and wastewater – investigations should include: smoke testing, service location, water quality investigations; and sewer main and manhole inspections;
 - 4.6 Obtained Certificate III in Water Operations or Civil Construction (Pipe Laying); and
 - 4.7 Take up opportunities to relieve in the Water & Wastewater Operator's role and / or Team Leader's role - discuss what has been learned from these experiences.
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