

## Position Description

### Technical Assistant - Water and Wastewater



<b>Position Title</b>	Technical Assistant - Water and Wastewater	<b>Role ID</b>	WBTA3
<b>Division</b>	Engineering	<b>Unit</b>	Water and Wastewater - Business and Assets
<b>Job Grade</b>	4	<b>Award</b>	35
<b>Reports To</b>	Engineer - Water Efficiency and Connections		
<b>Revised/Created</b>	January 2020 – Template updated		

### Primary Objective

- Provide technical, administrative and customer service support to the Water Unit particularly in the areas of water and sewerage connections and liquid trade waste.
- Collect, collate, distribute and maintain data and information in relation to water supply, sewerage and liquid trade waste operational and maintenance processes.

### Values Statement

#### What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

### Organisational Environment

#### ENGINEERING

The Engineering Division provides roads, footpath and cycleway, stormwater, flood mitigation, water supply and wastewater services to the Tweed community and is responsible for the planning, design, construction, operations and maintenance of the associated infrastructure.

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#### Water and Wastewater - Business and Assets Unit

The Water and Wastewater Business and Assets Unit is one of four within the Division and provides high quality and reliable water supply and wastewater services to the Tweed Community. The Unit is responsible for business and asset planning, asset management, and the capital delivery, of Water Supply and Wastewater systems and also includes the Tweed Laboratory Centre.

As the Tweed Shire is a rapidly growing area, the demand for infrastructure is high. Efficient provision of this infrastructure must be balanced against the environmental concerns that accompany an area that is geographically and ecologically unique.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

#### The Position

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The position provides technical, administrative and customer service support within the Strategy and Business Management section of the Water Unit.

The position has particular responsibility for administering applications for various Water Unit activities, entering data to the liquid trade waste property database, administering Council's water meter replacement program, responding to dial-before-you-dig enquiries, plan / junction sheet requests and updating public web information pages.

The position also has the following general responsibilities:

1. The collection, collation and entry of data.
2. Collection and recording of asset and performance data.
3. Providing assistance in workflow for maintenance planning.
4. Providing support to water, sewerage and liquid trade waste processes.
5. Administrative assistance with water loss management projects.
6. Providing customer responses to written, telephone and front counter enquiries.

The position may be involved in field work including site audits, asset data collection and meter reading when needed.

The position may be provided opportunity to relieve in the position of the Technical Officer - Liquid Trade Waste.

The position uses Council's Information Management Software including document registration systems, GIS, property management systems and billing systems as well as in-house datasets. The position uses Council's Information Management Software (Council's Record Management System) to comply with organisational requirements for document registration and management.

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The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

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The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Data Administration	<ul style="list-style-type: none"><li>• Collect, collate and maintain data as required in relation to Water Unit operations and maintenance policy and processes.</li><li>• Investigate, recommend and implement improvements to Water Unit processes.</li><li>• Extract and provide information from Council's property database, liquid trade waste module and other datasets as directed.</li><li>• Maintain and archive Water Unit electronic and hardcopy data.</li></ul>
2. Water and Sewer Applications	<ul style="list-style-type: none"><li>• Provide advice to customers on the majority of issues relating to a water meter connection including timing, pricing and availability.</li><li>• Process lodgement of applications for Liquid Trade Waste, Standpipe hire, water / sewerage connections, flow / pressure and other water related matters.</li><li>• Monitor, maintain and develop system improvements for registers / databases of water and sewerage connection applications to ensure transparency and efficiency in terms of payment and tracking of the process.</li><li>• Prepare, monitor and track billing advice for all connections including refunds.</li><li>• Liaise with Revenue Section and Building Services Unit in regard to connections.</li><li>• Process private hydrant flow/pressure testing applications and arrange testing.</li><li>• Maintain rainwater tank records.</li></ul>
3. Customer Service – Enquiries and Requests	<ul style="list-style-type: none"><li>• Receive telephone and front counter enquiries and enter information into the Customer Request Management System.</li><li>• Interpret and determine appropriate action officer and dispatch Work Request.</li><li>• Issue and track Customer Work Requests relating to area of responsibility.</li><li>• Liaise with Supervisors to prioritise complaints and provide feedback to customers.</li></ul>
4. Administration	<ul style="list-style-type: none"><li>• Provide general advice and information in relation to the sewerage and water supply systems to phone and front counter customers.</li></ul>

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	<ul style="list-style-type: none"><li>• Recommend and develop information for content on the Corporate Knowledge Base and Water Unit Knowledge Base.</li><li>• Audit water meter records and consumption data and monitor in accordance with business rules.</li><li>• Administer meter replacement / maintenance programs, records and progress reporting.</li><li>• Administer standpipe hire and water carter agreements including compliance with backflow requirements and payment of accounts.</li><li>• Provide input into setup of new processes or procedures within area or responsibility.</li><li>• Maintain contact lists for commercial operators for tankered waste, water carters, real estate agents, plumbers, plumbing retailers and the like.</li><li>• Provide administrative support to the Water Unit as determined from time to time by the Manager Water and Wastewater or other delegates.</li></ul>
<b>5. Network Locations and Dial Before you Dig Services</b>	<ul style="list-style-type: none"><li>• Monitor use of Council's automatic "Dial Before You Dig" system.</li><li>• Investigate, search and provide plans, junction sheets and contact details to customers.</li><li>• Determine and prepare billing and summary information for service provided.</li><li>• Maintain x-info DBYD system and administer updates of GIS as required.</li></ul>
<b>6. Field Work</b>	<ul style="list-style-type: none"><li>• Conduct field inspection and asset data recording if required.</li><li>• Conduct meter reading.</li></ul>
<b>7. Water Loss Management</b>	<ul style="list-style-type: none"><li>• Collate data and provide reports for internal and external use of water including network water balance.</li><li>• Use the GIS system and Water Management Module to provide information about water supply zone characteristics such as the number of connected lots, length of water mains and key water customers.</li></ul>
<b>8. Liquid Trade Waste</b>	<ul style="list-style-type: none"><li>• Administer and maintain the liquid trade waste property database information including data entry and reporting.</li><li>• Input and monitor pre-treatment servicing records.</li><li>• Input and monitor liquid trade waste inspection and sampling schedules and reports.</li><li>• Administer tankered waste records, accounts and renewals.</li></ul>

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	<ul style="list-style-type: none"><li>• Audit change of business occurrences and maintain data.</li><li>• Relieve in the position of Technical Officer – Liquid Trade Waste as required.</li></ul>
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The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

### Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

### Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

### Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

### Organisational and External Relationships

#### ***Organisational Relationships***

- The position will be required to liaise with all areas of staff within the Water Unit (indoor and outdoor). It also has strong links to Council's Revenue section. The position will also liaise with Council's contact centre and GIS section as a minimum.

#### ***External Relationships***

- The position will liaise with external stakeholders on a daily basis. The position handles inquiries from the general public as well as trades requiring information about water and sewer infrastructure. Liaison with other utilities such as telephone, electricity and gas is also required and businesses for trade waste enquiries if the incumbent becomes certified in this area.

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#### Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

#### Selection Criteria

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##### **Knowledge and Competence: (to be addressed in full when making application)**

###### **Essential:**

1. A level of literacy, numeracy and general education associated with Year 12 or equivalent education.
2. Certificate III qualification or equivalent in a relevant trade or administrative field.
3. Minimum 2 years' experience collating data and information.
4. Demonstrated ability to prepare reports based on information in a technical field.
5. Demonstrated experience in the application of MS Office products including Word and Excel with an emphasis on the development and use of spreadsheets.
6. Demonstrated high level of verbal and written communication skills and customer service skills.
7. Working knowledge of a Council's functions relating to water and sewerage connections, water billing and water loss management.
8. Demonstrated experience or knowledge of Liquid Trade Waste management as it relates to the position.

###### **Desirable:**

9. Experience working in a regional Local Government authority in a related field.
10. Prior experience with Enlighten GIS software, Technology One Property Management and document registration systems.

###### **Personal Attributes:**

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

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The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
<b>Relationships</b>	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
<b>Results</b>	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
<b>Workforce Leadership (supervisory roles only)</b>	
Manage and Develop People	N/A