

POSITION DESCRIPTION AND DUTIES STATEMENT

NETWORK OPERATOR - GRENFELL

1. OBJECTIVES OF THE POSITION

The position of Network Operator - Grenfell exists:

- to maintain all trunk and distribution water mains, and associated appurtenances, in the Grenfell, Quandialla, Gooloogong and Eugowra areas
 - to maintain individual water services to consumers in the above areas
 - to maintain pumps, pumping stations, reservoirs and other facilities in the above areas
 - to carry out the installation of new works and services in the above areas
 - to give effective and courteous attention to enquiries, complaints and requests for service by customers
 - to provide assistance in the carrying out of the above functions in other areas, if necessary
-

2. JOB DESCRIPTION

The position of Network Operator is an operational position, based in Grenfell. The Network Operator reports directly to the Manager in Charge. The position requires that the incumbent be available for overtime as necessary from time to time.

The incumbent will be engaged in the installation, operation, maintenance, repair, expansion, and relocation of water distribution facilities by performing the required duties either personally or as part of a team.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Maintain trunk and reticulation mains
- Maintain hydrants, valves and other appurtenances
- Maintain individual property services
- Install new water mains and property services
- Maintain and operate facilities, including reservoirs, pumps, pump stations
- Check and record data associated with the above
- Complete all relevant plant, stores and job costing documentation
- Maintain machinery, plant and tools
- Provide assistance and instruction to other employees
- Participate in an on-call roster for emergency repair work every 4 weeks, 2 weeks at a time, other than leave
- Adhere to Work Health and Safety procedures
- Perform of other duties as directed, commensurate with level of responsibility and skills
- Perform meter reading

3. AWARD CLASSIFICATION

The position has been assessed as a Band 1, Level 3 position under the Local Government (State) Award. The Award provides the following skill descriptors for employees in this band.

- *Authority and Accountability:* Responsible for completion of regularly occurring tasks with general guidance on a daily basis.
- *Judgement and Problem Solving:* Judgement is required to follow predetermined procedures where a choice between two or more options is present.
- *Specialist Knowledge and Skills:* Application of skills, including machine operation skills, following on-the-job training or accredited external training over a number of months.
- *Management Skills:* Some guidance/supervision may be required. May assist a coordinator/trainer with on-the-job training.
- *Interpersonal Skills:* Skills required for exchange of information on straightforward matters.
- *Qualifications and Experience:* Suitable experience or qualifications in a number of defined skill areas.

4. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

(I) EDUCATION AND/OR EXPERIENCE

School Certificate or equivalent; plus six months to twelve months related experience and/or training; or equivalent combination of education and experience.

(II) LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

(III) MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret basic graphs and diagrams.

(IV) REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardised situations.

(V) CERTIFICATES, LICENSES, REGISTRATIONS

Current NSW Class 1A Drivers Licence, telephone service.

5. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand; sit; walk; drive a vehicle; lift and reach with hands and arms; climb or balance; use a shovel and other hand tools; and stoop, kneel, and crouch. The employee must occasionally lift and/or move up to 20 kilograms.

6. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to prevailing outside weather conditions. The employee is occasionally exposed to wet, muddy conditions, moving mechanical parts, and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

7. TRAINING REQUIREMENTS

The maintenance of the required skills and attributes to carry out the objectives of the position and the duties associated with the position will require ongoing training.

On-the-job training will be provided in key skill areas. The Network Operator must be prepared to undertake all on-the-job training designed to maintain and enhance the skills necessary for the carrying out of their position. In addition the position will require attendance at short courses dealing with specific job skills, such as safety training. Formal training in other areas will be encouraged.

8. RESPONSIBILITIES AND ACCOUNTABILITIES

The prime responsibility is to the System Manager for the carrying out of day to day duties. The Director Operations Manager may also assign duties directly.

Responsibility to achieve the objectives of the position lies with the Network Operator. The Network Operator will be held accountable for the proper carrying out of his/her duties.

The Water Service Operator is accountable for the following:

- Ensuring that residents and customers are given effective and courteous attention to their enquiries regarding water supply
- Reporting any matters of significance to the appropriate personnel
- Ensuring that any directions of supervisory personnel are followed
- Preparing and maintaining all necessary records in accordance with instructions and Council's policies
- Ensuring that all duties that are assigned are performed to a proper standard, in an appropriate manner, to the complete satisfaction of Council and the community, and in conformity with all statutory requirements
- Maintaining effective relations with residents, consumers and other employees

- Ensuring that all work is carried out in a safe and healthy work environment in accordance with the provisions of the Work Health and Safety Act and Council's safety policies
- Ensure that all duties are performed in a manner consistent with the policies of Council, the expectations of management and with respect for fellow employees

9. PERFORMANCE MEASURES AND INDICATORS

(I) PERFORMANCE APPRAISAL

An annual performance appraisal will be provided. This performance appraisal will be conducted in June each year. The results of this appraisal will be made immediately available.

Any areas in which performance is assessed to be below the minimum level required for the position will be discussed with the employee, with the opportunity given for corrective action to be taken. Significant lapses in performance, which are not corrected, will lead to disciplinary action or dismissal.

(II) PERFORMANCE MEASURES

Effective and efficient management of the duties assigned to the position of Network Operator will ensure:

- that all duties, including the provision of information to the public, are provided in a timely and cost effective manner, with no significant examples to the contrary
- that all significant or potential variations to policies, procedures and objectives are identified, remedied and/or addressed in a timely manner
- that there are no examples of management, fellow employees, Council or the community being deliberately misinformed of policies, procedures or guidelines
- that there are no breaches of policies or procedures and that all statutory obligations are performed as required and in a timely manner, with no examples to the contrary
- that Council's image to the community is maintained as a positive one, and that enquiries and complaints by residents and customers are referred to the appropriate personnel in a timely manner, with no significant examples to the contrary
- that any directions of supervisory personnel with regard to the carrying out of any work are followed in an appropriate and timely manner, with no examples to the contrary
- that all necessary records are prepared and maintained and are done so in conformity with any directions of supervisory personnel, with no significant examples to the contrary
- that all work is carried out in a safe and healthy work environment in accordance with the provisions of the Work Health and Safety Act and Council's safety policies, with no examples to the contrary