



POSITION DESCRIPTION

Weekend Community Response Officer

Incumbent:	VACANT
Department:	Infrastructure
Reports to:	Leading Hand – Rapid Response
Employment Status:	Part-Time (0.42FTE)
Award Classification:	Band 4
Prepared by:	Human Resources Business Partner
Approved by:	Chief Executive Officer

Position Summary

Perform response maintenance work requests over the weekend which are specialised, urgent, high priority or sensitive in nature ensuring that Council maintain a 7-days-a-week service to the community.

The primary purpose of the role is to ensure a high level of satisfaction and enjoyment of amenities for the general public and visitors alike.

Key Responsibilities

- Undertake a broad range of tasks associated with the maintenance of Council buildings, facilities, and public amenities.
- Conduct pre and post vehicle safety inspections to ensure vehicles are safe to operate and report all mechanical issues as per Council procedures.
- Working as an active member of the team, provide supervision and guidance to staff.
- Work cooperatively with On-Call staff to deal with emerging issues across the municipality.
- Work with minimal supervision to carry out a broad range of Infrastructure related tasks
- Report equipment failure, maintenance requirements, damage, and security issues
- Provide customer service to and assist community members as required
- Represent Council in a positive and professional manner
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.

Accountability & Extent of Authority

- The safe and effective operation of the work site.
- To participate in organising materials and plant to ensure that work is carried out with minimum disruptions to motorists and members of the public.
- Maintain the quality of all routine and periodic maintenance performed.

Judgement & Decision Making

- Objectives of the work are well defined but the method, and process of equipment to be used must be selected from a range of available alternatives.
- Guidance and advice are always available within the time to make a choice.



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Specialist Knowledge & Skills

- Ability to provide guidance and assistance as part of a work team.
- Provide direction, leadership, and on-the-job training to supervised employees.
- Understanding of quality control techniques.
- Technical and practical ability with an understanding of the safe and competent operation of plant and equipment, practices, and techniques.
- Knowledge of relevant road laws and regulations.
- Knowledge and understanding of Occupational Health and Safety policies and procedures and their application.

Interpersonal Skills

- Ability to provide excellent customer service with the ability to gain cooperation and assistance from customers, other employees and members of the public in the administration of defined activities.
- Developed written and verbal communication skills.
- Demonstrate capacity to adapt to changing circumstances and flexibility in the approach to meet challenges.
- Ability to work as part of a team and cooperate with other staff.

Qualifications & Experience

- Demonstrated ability to lead, supervise and motivate others.
- Experience operating plant, with licences as required.
- Understanding of and adherence to Safe Operating Procedures.
- Demonstrated ability to be self-motivated, perform duties in a reliable and enthusiastic manner, working as an individual and in a team environment.
- Demonstrated commitment to providing a high level of customer service.
- Current Victorian driver's licence.

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the HR Business Partner		
Approved by the Chief Executive Officer		