

EMPLOYEE POSITION DESCRIPTION

TITLE: RAPID RESPONSE AND ASSET INSPECTOR 0.50FTE

STREAM: LOCAL GOVERNMENT EMPLOYEE

GRADE: 8

SECTION: OPERATIONS

POSITION NO.: 10203

REVISED: APRIL 2024

Position Objectives

- To participate and contribute in achieving Council's corporate and community goals, through an understanding of the relevant workplace parameters.
 - To undertake inspections of infrastructure assets in relation to asset, hazard verification, defect identification, risk analysis, data collecting, recording and reporting.
 - Quick response to customer requests, to ascertain the complexity or level of action required.
 - The provision of service excellence in pursuing Council objectives in delivering cost effective and high quality of services with a strong customer focus.
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Position Specification

- Take ownership and responsibility for the general condition of Council's civil assets.
- Undertake scheduled and response inspections/surveillance requirements of Council's infrastructure including roads, footpaths, stormwater systems, open space and other asset groups as directed by the Group Leader Operations to perform the following functions:
 - Identify asset defects type, location and severity.
 - Routine defect inspection of assets.
 - Record and register captured defects using electronic devices.
 - Undertake condition evaluation of assets when directed.
 - Provide best practice solutions for asset maintenance issues.
 - Work closely with other staff to promote and develop renewal programs.
 - Active participation in ongoing development of computer programs and tools for inspection and data recording.
 - Assist Team Leaders and Operations staff with management of defects by providing relevant information or other assistance when requested.
 - Monitor the number of outstanding defects and report on emerging trends or issues, providing, where appropriate, solutions and initiatives.
 - Carry out all work at a high standard and in accordance with Council's Maintenance Guidelines or using best practice methods sourced from other authorities with expertise in that particular field. This includes the use and promotion of environmentally sensitive works practices.

- To respond to all initial customer requests involving Council infrastructure (roads, footpaths and stormwater) to determine the severity of the situation and whether the problem can be resolved within a short period of time, with minimum effort, or if the situation requires further resources and effort from other internal staff, performing the following functions;
 - Respond to customer requests within the entire Council area within a reasonable timeframe.
 - To act as the Council delegate for on job ratepayer concerns and request discussions.
 - Ensure the safety of the public and their own when inspecting.
 - Undertake any necessary repairs or adjustments to either fully resolve the situation or make it safe, without endangering any persons and meeting all legislative requirements.
 - If the customer request cannot be rectified, record the customer request as a defect so that field staff can make the repairs.
 - Provide technical assistance to Engineering Services and other departments of Council as and when required.
 - Contribute to the Records Management system by complying with Council's record management policy.

Other duties, within the classification level, as directed.

Requirements of the Position

Skills

- Strong customer service focus and commitment to quality customer service.
- An ability to participate positively in a team environment.
- Proven ability to work under general direction with limited supervision and exercise a degree of autonomy and professional judgment.
- Ability to work with detailed instructions and procedures.
- Ability to work from and interpret plans, programs and schedules with minimal direction including executing work from plans to ensure the team's compliance with relevant codes, regulations and standards.
- Excellent interpersonal and communication skills including verbal and written.
- Proven ability in problem solving skills and the ability to handle difficult situations to achieve positive outcomes.
- Proven ability in taking appropriate action in identification and control of WHS risks and reporting of incidents and hazards in the workplace to ensure a safe working environment for self and others.
- Ability to work towards a commitment which meet the principles of quality and continuous improvement.

Attributes

- Proven ability in participating in a team environment.
- Have a "can do" attitude and call out behaviours not consistent with the team's culture.
- Good work ethics, including the ability to work cooperatively with management, team leaders and construction and maintenance staff.

Knowledge

- Knowledge of principles and practice associated with construction and maintenance including program strategies, activities and techniques relative to the function.
- Knowledge of organisational policies and procedures in regards to Work Health Safety and Injury Management, equity and diversity and other workplace regulations principles and practice.
- Knowledge of customer service principles and practices within a service delivery organisation.
- Good knowledge of team based working environments.
- Knowledge of relevant plant and equipment capabilities and maintenance requirements.

- Working knowledge of the Microsoft Office suite and use of corporate technology including OneCouncil.

Training

- Participate in staff development and training programs as required.

Experience

- Civil engineering practices – storm water, bulk earthworks, road construction and maintenance, waste management and concrete.
- Work Health Safety principles and procedures.
- Traffic Management principles.
- Pavement management.
- Experience in Local Government environment.
- Experience in managing daily priorities and working with limited supervision/or proven self-motivation.
- Knowledge of contract management and budget management practices.

Qualifications

Essential

- Certificate III in Civil Construction or other relevant qualification.
- Current Class C Drivers Licence.
- White Card.

Desirable

- Certificate IV in Civil Construction or other relevant qualification.
- Operation of plant and equipment as relevant to this level and as specified in the Local Government Employees Award.
- Machinery, plant and equipment licences and/or certificates as is relevant to the Local Government Employees Award classification criteria.
- Work Zone Traffic Management Certificate.
- Senior First Aid Certificate.

Special Conditions

The incumbent of this position may be required to work outside standard hours in special circumstances.

Requirements of the Employee

Work Health Safety Responsibility

Ensure as a matter of self-interest, and as a legal obligation, that nothing is done to make work health and safety provisions less effective.

In particular, each employee must:

- Take reasonable care to protect their own safety at work.
- Not endanger any other person through any act or omission at work.
- Correctly use all equipment provided for work health and safety purposes.
- Obey all instructions issued to protect their own personal work health safety and the health and safety of others.
- Not, by the consumption of alcohol or a drug, be in such a state to endanger their own safety at work or the safety of any other person at work.

- Report all accidents to their supervisor, and report or make such recommendations to their supervisors, as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.
- Be aware of the requirements under the Council's Work Health and Safety Policy Guidelines.
- Keep their work area tidy.
- Be encouraged to participate in the election of Health and Safety Representatives.

Records Management

Employees have a legal obligation to meet the requirements of the State Records Act and to comply with corporate Records Management Policy, Procedures and Standards and to properly use Council's corporate Records Management Systems.

Customer Service

Employees are committed to providing the highest quality Customer Service both internally and externally and will ensure they comply with the City of Victor Harbor Customer Service Framework. The Customer Service Framework includes service standards and general information that details the required commitment to customers and the community. This helps to ensure that all reasonable requests and enquiries, including complaints, are responded to in a courteous, consistent, timely and fair manner and that Council resources are used efficiently and effectively.

Performance Evaluation

Performance evaluation shall occur in accordance with the Professional Development Review (PDR) procedure and will take into account the performance against this position description (PD) and the performance indicators contained in the PD.

Review

This job description is subject to regular review and amendment as required.

Organisational Relationship

Work under limited direction of and responsible to the Manager Operations, reporting directly to the Group Leader Operations and work as a member of the Environment and Infrastructure Department

Selection Criteria

Essential criteria:

- Current Class C Drivers Licence.
- Certificate III in Civil Construction or other relevant qualification.
- White Card.
- High level communication and interpersonal skills evidenced by an ability to maintain effective relationships with Council, the community, management and staff.
- Experience in relevant and practical aspects of road construction and maintenance.
- Demonstrated ability to work as part of a team.
- Sound time management skills and the ability to prioritise and organise work to meet conflicting demands.
- Demonstrated commitment to provide high level customer service to ratepayers and the community, meeting the City of Victor Harbor Customer Service Objectives and Charter.

Desirable criteria:

- Experience in a Local Government environment.
- Knowledge of Council operations, policies, procedures and responsibilities.
- Certificate IV in Civil Construction or other relevant qualification.

