

## OPERATIONS & MAINTENANCE TEAM MEMBER – POSITION DESCRIPTION

### OUR VALUES & BEHAVIOURS

#### Proudly United

##### Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

##### Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

#### Truly Authentic

##### Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

##### Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

#### Passionately Innovative

##### Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

##### Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

#### Openly Accountable

##### Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

##### Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

## ABORIGINAL ACKNOWLEDGMENT

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We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and emerging leaders.

We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, which continues to be important to them today. We are strongly committed to further developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations.

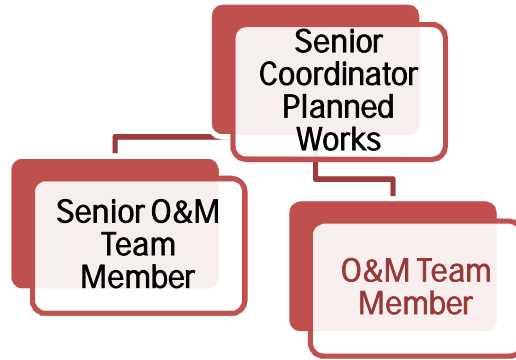
## POSITION DETAILS

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Position Title:	Operations & Maintenance Team Member – Mitchell	Effective Date:	July 2022
Department:	Service Delivery	Job Location:	Mitchell Depot (Bairnsdale) & various locations across the region
Reports To:	Senior Coordinator Planned Works – Mitchell	Supervises:	Nil
External Contacts:	Consulting Engineers, Contractors, Consumers, General Public, East Gippsland Shire, Other Statutory Bodies, Material and Equipment Suppliers, Other Water Corporations.		
FTE Classification:	1.0	Position Number:	Multiple positions
Prepared By:	People & Culture; Manager Network Operations; District Manager Mitchell	Approved By:	Executive Manager Service Delivery

## ORGANISATIONAL CHART

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## ABOUT THE ROLE

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The Operations & Maintenance Team Member will assist in the delivery of proactive maintenance and operational project works within our water and sewerage reticulation networks so that asset performance and reliability objectives are achieved.

The employee will assist in the improvement in the operations and efficiency of networks to meet customer expectations and regulatory standards in the provision of water and wastewater services.

## WHAT YOU WILL BE DOING

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Service Delivery	<ul style="list-style-type: none"> <li>Assisting the relevant Coordinator Mitchell Depot and area Depots in the delivery of maintenance and reactive programs across the Corporation's networks.</li> <li>Carry out repair and minor works to water and wastewater assets.</li> <li>Operation of equipment and machinery to maintain water and wastewater assets.</li> <li>Working with contractors to deliver planned network projects and programs.</li> <li>Maintain Corporation assets in a safe &amp; efficient and sustainable manner.</li> <li>Carry out other projects/duties as directed, if sufficiently skilled.</li> </ul> <p>Utilize monitoring software to ensure network performances being met</p>
Teamwork	<ul style="list-style-type: none"> <li>Proactively share information with team members to assist them to understand and manage uncertainty and change</li> <li>Efficient &amp; effective communication with your relevant coordinator</li> <li>Contribute to achieving goals &amp; objectives</li> </ul>
Culture, Values & Behaviours	<ul style="list-style-type: none"> <li>Display an open &amp; approachable work style, contribute to a positive, optimistic and enthusiastic work culture</li> <li>Acknowledge and respect a workplace culture that enables diversity, fair and inclusive practices</li> <li>Represent EGW Values &amp; Behaviours including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable</li> </ul>
Health, Safety & Environment	<ul style="list-style-type: none"> <li>Apply and demonstrate EGW Health, Safety and Environment policies, procedures and safe systems of work as directed</li> <li>Contribute to a safe working culture and acting responsibly for the safety of self and others</li> </ul>

Records Management	<ul style="list-style-type: none"> <li>• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system.</li> <li>• Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers</li> </ul>
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**SKILLS, QUALIFICATION & EXPERIENCE**

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**SPECIALIST SKILLS**

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Good working understanding of all water and waste water network assets</li> <li>• Ability to perform maintenance on mechanical equipment including pumps, plant and other equipment.</li> <li>• Good electrical safety awareness</li> <li>• Knowledge and experience in the operation of machinery and plant including excavators, generators, pumps and specialized tools.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to quickly expand knowledge on relevant software applications</li> </ul>

**LEADERSHIP SKILLS**

Required:	Desirable:
<ul style="list-style-type: none"> <li>• The capacity to efficiently and effectively manage time.</li> <li>• The ability to assess and solve problems within a defined scope using common practice and procedures.</li> <li>• The ability to work effectively in a team environment.</li> <li>• The ability to work without or limited supervision on defined tasks or projects if sufficiently skilled</li> </ul>	

**INTERPERSONAL SKILLS**

Required:	Desirable:

- Communicate effectively with and gain co-operation from supervisors, other employees and contractors.
- Display and promote our values – proudly united, truly authentic, passionately innovative, openly accountable.
- Be courteous, polite and respectful with fellow staff members, contractors and members of the public.

## QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Current manual drivers licence (or working towards).</li> <li>• Certificate III in Water Industry Operations or willing to complete it within 2 years of commencement</li> <li>• Compulsory trainings throughout course of employment</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant trade qualification</li> <li>• Prior to operating plant and equipment employees will be required to obtain, or produce existing, licenses or endorsements.</li> </ul>

## EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> <li>• Experience in outdoor works, civil construction or other related industry</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the operation of water systems and waste water systems.</li> <li>• Ability to operate plant and equipment.</li> </ul>

## KEY SELECTION CRITERIA

1. Experience in operations and maintenance of assets, machinery or specialist tools and equipment.
2. Ability to follow instructions and learn new skills quickly to become a productive team member in the operations and maintenance of water and wastewater assets.
3. Ability to communicate effectively with co-workers and management combined with basic report writing and IT skills.
4. Ability to meet work targets and deadlines when carrying out manual maintenance programs on EGW's water and wastewater assets.
5. Ability to participate in standby activities and after-hours callouts as required.
6. Positive attitude towards personal development including being accountable, innovative, authentic and a united team player to achieve corporate objectives

## ADDITIONAL REQUIREMENTS

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### Physical Requirements

This position may comprise (but not be limited to) the following activities/hazards:

- Driving.
- Manual handling (Assisting to lift, lower, restrain or move potentially large, awkward objects in varying environmental conditions in emergency response situations. Other manual handling activities should not impose unreasonable expectations on the average person. However, personal judgement of capabilities will be expected and not exceeded.).
- Be able to handle the physical and mental rigors of standby.
- Confined space entry (including breathing apparatus; once trained and competent).
- Operation of plant and equipment, including hand tools (once trained and competent).
- Occasional work with asbestos products (asbestos cement water pipe) and correct use of respiratory equipment including being clean shaven in accordance with relevant safety regulation and compliance code to undertake such work.
- Some work at heights / proximity to openings (personal and engineering control measures provided).
- Accessing work spaces using ladders and steps.
- Some exposure to water treatment chemicals.
- Some exposure to noise (with hearing protection provided).
- Some exposure to sewerage (Hep A, B and ADTET vaccinations provided).
- Some exposure to agricultural chemicals
- Outdoor environment – UV exposure (personal control measures provided).
- Specialized tasks if trained and competent.
- Dealing with the public (exposure to awkward customers).
- Ability to read and understand basic instructions, warnings, signs and labels
- Computer/tablet use.
- Shiftwork (standby for emergency response).
- Personal control measures include the provision and use of all required personal protective equipment and uniform

Employees must be capable of fulfilling the requirements of the position with regard to these activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

## APPLICATION PROCESS

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- First round interview
- Second round pre-employment checks (Any licenses/WWCC/Police check.
- All final applicants for this position will be asked to consent to a criminal record check. Please note that people with criminal records are not automatically barred from applying for this position. Each application will be considered on its merits.
- Pre-employment medical
- Verbal and written offer



For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(ewater.vic.gov.au\)](https://www.eewater.vic.gov.au/careers).

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.