

## POSITION DESCRIPTION

|                           |                                  |                     |                              |
|---------------------------|----------------------------------|---------------------|------------------------------|
| <b>Position Title:</b>    | Hydraulics Investigation Officer | <b>Directorate:</b> | Infrastructure & Development |
| <b>Position Number:</b>   | 100687                           | <b>Department:</b>  | Assets, Engineering & Design |
| <b>Employment Status:</b> | Full-Time                        | <b>Section:</b>     | Engineering                  |
| <b>Employment Type:</b>   | Permanent                        | <b>Location:</b>    | Works Centre                 |
| <b>Classification:</b>    | Grade 4                          |                     |                              |
| <b>Reports to:</b>        | Senior Civil Engineer            |                     |                              |

### PRIMARY PURPOSE:

The Hydraulics Investigation Officer is responsible for investigating and resolving seepage, soakage and related stormwater complaints, and for supporting the effective management of Council's stormwater systems. The role undertakes field investigations, data collection, and administration tasks to ensure accurate asset records and effective system performance. It also manages contractors, coordinates minor stormwater projects, and contributes to the development of improved maintenance practices and asset data management.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Hydraulics Investigation Officer** reports to the **Senior Civil Engineer** for all operational and management matters.
- The role is a key contributor to the Engineering Team and will liaise with employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

### OUR VALUES:

#### We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

#### We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

#### Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

#### We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

## OUR CULTURE:

We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

## KEY RESPONSIBILITIES:

| RESPONSIBILITIES/TASKS                             | DUTIES  |
|--|---|
| Investigation and resolution of complaints/issues. | <p><b>To be responsible for the investigation and resolution of complaints and reports for seepage and soakage and related customer enquiries.</b></p> <ul style="list-style-type: none"><li>• Receive and document reports and complaints from the public regarding seepage, soakage and water quality issues. Investigate and satisfactorily resolve or promote the best solution to these and document the outcome with reference to relevant Acts, Regulations and By-Laws.</li><li>• Investigate complaints related to water and sewer in private properties to resolve the best solution, involving TasWater and property owners to promote a solution.</li><li>• Undertake water testing and dye testing, including the use of push cameras on the sewer and stormwater systems to assist in resolving seepage and soakage investigations.</li></ul> <p><b>To undertake various administrative and investigation roles related to the performance and maintenance of Councils hydraulics systems.</b></p> <ul style="list-style-type: none"><li>• Issue defect notices, Council Work Orders or other instructions to resolve investigation findings. Ensure that necessary actions are taken as required, including correspondence and issuing of notices where applicable. Provide ongoing advice and develop administrative procedures to ensure matters are resolved.</li><li>• Undertake administrative and customer liaison duties associated with Council's relationship with TasWater regarding seepage and soakage investigations.</li></ul> <p><b>In conjunction with others develop programmed maintenance works for Councils stormwater infrastructure.</b></p> <ul style="list-style-type: none"><li>• Assist to develop and initiate maintenance programs to minimise complaints, maximise asset life and enhance service for Councils stormwater systems.</li><li>• Assist the stormwater construction team in the correct installation of stormwater property connections.</li><li>• Assist with maintenance of Council's early flood early warning system and stormwater monitoring assets in Council's Landslip Monitoring Zones.</li></ul> <p><b>To develop and manage minor projects and jobs related to Council stormwater infrastructure.</b></p> <ul style="list-style-type: none"><li>• Coordinate and manage stormwater patching, drilling and relining jobs.</li><li>• Coordinate and manage the condition surveys by CCTV for Council's stormwater assets.</li></ul> |

|  |   |
|--|---|
|  | <p><b>To assist in investigating problems with and recording assets details on Council's asset management system</b></p> <ul style="list-style-type: none"> <li>To assist in identifying information on Council's asset management system that requires rectification and/or resurveying e.g. buried manholes, inaccurate recording of stormwater main locations and stormwater connections</li> </ul> <p><b>To assist with investigations on internal stormwater and sewer cross connections and infiltration</b></p> <ul style="list-style-type: none"> <li>To assist in investigating infiltration and cross connections for sewer and stormwater lines.</li> <li>To investigate any internal water leaks or sewer blockages on private properties and arrange for the property owner to have the necessary repairs completed in an arranged timeframe.</li> </ul> |
| <b>CCTV Operations</b>                 | <p><b>To assist with managing and maintaining records for all CCTV investigations</b></p> <ul style="list-style-type: none"> <li>To assist with the co-ordination and initiation of condition surveys by CCTV for Council's stormwater assets.</li> <li>Assist in managing Council's online CCTV data management system and repair recommendation workflow processes</li> </ul>   |
| <b>Customer Service</b>                | <ul style="list-style-type: none"> <li>Promote the positive image of Council as a whole</li> <li>Ensure that a high standard of customer service is maintained to both internal and external customers</li> <li>Engage, listen to and act where appropriate on feedback from our customers</li> <li>Implement, evaluate and continuously improve quality systems and processes for the section</li> </ul>   |
| <b>General</b>                         | <ul style="list-style-type: none"> <li>Assist in the achievement of agreed outcomes consistent with department business plans and budgets</li> <li>Perform any other duties as directed</li> <li>Complete required record keeping such as Prestart Hazard Identification, Facility and site inspections, and Incident/Hazard Reports</li> <li>Effective management of time and resources to meet agreed service levels</li> </ul>   |
| <b>Organisational Responsibilities</b> | <ul style="list-style-type: none"> <li>Support and adhere to Council's policies and procedures, code of conduct and relevant acts</li> <li>The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment</li> </ul>  |

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

**SPECIALIST DELEGATIONS:**

- As per delegation schedules.

**LICENSES/ACCREDITATIONS/QUALIFICATIONS – ESSENTIAL:**

- Tasmanian Drivers Licence
- WWVP

**KEY SELECTION CRITERIA:**

1. A trade qualification in Plumbing with 3+ years of experience in hydraulics services (plumbing and drainage) or over 5 years' experience in drainage utility maintenance environments.
2. Knowledge and experience in Local Government operations and/or a demonstrated understanding of the Tasmanian plumbing code and Council By-Laws.
3. Highly organised, with the appropriate written and verbal communication skills to be able to meet deadlines under conflicting pressure whilst being committed to meeting customer expectations (external and internal customers).
4. Problem solving skills, self-motivated and effective time management skills with the ability to work as part of a team and autonomously on specific projects.
5. Computer literacy skills, specifically with Microsoft suite.

**AUTHORISATION:**

I hereby agree that this position description accurately reflects the work requirements.

|                            |  |              |  |
|----------------------------|--|--------------|--|
| <b>Manager Name:</b>       |  |              |  |
| <b>Manager Signature:</b>  |  | <b>Date:</b> |  |
| <b>Director Name:</b>      |  |              |  |
| <b>Director Signature:</b> |  | <b>Date:</b> |  |

I have read and agree to abide by the requirements of this position description.

|                            |  |              |  |
|----------------------------|--|--------------|--|
| <b>Employee Name:</b>      |  |              |  |
| <b>Employee Signature:</b> |  | <b>Date:</b> |  |

