



POSITION DESCRIPTION –

Position Title	Customer Support Officer – Drainage	Classification	Band 4
Directorate	Infrastructure and Environment	Department	Operations
Direct Reports	Nil	Date	September 2026
Reports to	Team Leader Civil Maintenance		

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

POSITION OBJECTIVES

This position involves managing community requests related to maintaining our civil infrastructure network. This includes effectively communicating with the community, being transparent about expectations, and understanding the operational needs and constraints of the Civil Maintenance team. The primary focus is on delivering exceptional customer experiences, requiring excellent communication skills, strong problem-solving abilities, and a dedicated commitment to customer satisfaction.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

1. Customer Assistance:
 - Assist customers with courtesy and professionalism.
 - Ensure a clear understanding of customer needs.
 - Manage customer expectations and keep them informed of progress in a timely manner.
2. Investigation and Resolution:
 - Investigate and address customer requests, hazards, and defects related to sealed roads maintenance.
 - Address drainage issues impacting road asset performance.
3. Emergency Response:
 - Handle emergency situations and on-call incidents.
 - Attend on-site, as needed, during and after regular hours to minimise risks or address straightforward issues.
4. Equipment Operation:
 - Operate earth-moving equipment (e.g., Grader, Excavator, Backhoe) and heavy trucks as required.

- Provide expert guidance on the appropriate utilization of machines for specific tasks.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and team leaders to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The work follows set guidelines, but there's room for some discretion in how established standards and procedures are applied.
- The ability to plan one's work schedule at least a week ahead is required.

JUDGMENT AND DECISION MAKING

- The results must align with specific and set objectives.
- Methods, processes, or equipment will need to be chosen from available options.
- Access to guidance and advice within a reasonable timeframe for decision-making is available.
- When needed, complex issues should be escalated promptly to ensure a timely resolution.

SPECIALIST KNOWLEDGE AND SKILLS

- Proficient in using common business computer software like Microsoft Office, Reflect, and other Council-specific programs.
- Capable of conducting precise audits of asset conditions in line with Council's Road and Asset Management Plans and provided assessment guidelines.
- Competent in examining and evaluating requirements to enhance the overall asset network. This includes identifying desired results, planning efficient work execution, and allocating necessary resources for successful delivery.
- Familiarity with the conditions and defects of road pavement, drainage systems, bridges, footpaths, and street furniture.
- Thorough understanding of the infrastructure overseen by the council, essential for conducting accurate data capturing tasks.

INTERPERSONAL SKILLS

- Demonstrated ability to stay composed and professional in difficult situations.
- Demonstrated ability to offer empathy and maintain patience when dealing with customer inquiries and complaints.
- Ability to gain co-operation and assistance from internal teams, members of the public and other agencies.

- Ability to listen actively to customers' concerns, identify the root-causes of problems, and work towards prompt and satisfactory resolutions.
- Well-developed written and verbal communication to enable the preparation of routine clear and concise correspondence and the delivery of effective phone interactions.

MANAGEMENT SKILLS

- Demonstrated ability to work unsupervised.
- Ability to work in a team environment as well as individually.
- Ability to manage your own time.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience in a customer service, administrative or operational support role.
- Experience working with computer-based systems relevant to the position.
- A valid Victorian drivers' license or an equivalent license.
- Capability to perform manual labour.
- Construction Induction Card.
- Level 2 First Aid Certificate.
- Current certificate in worksite traffic management.
- Certificate 3 in civil construction/road transport or a related field.
- Desirable: Experience in a leadership or 2IC (Second in Command) position, showcasing the ability to foster collaboration and negotiation to achieve shared objectives.

KEY SELECTION CRITERIA

- At least one year of experience in a customer-facing role.
- Demonstrated ability to work in a team environment.
- Ability to collect accurate field data, (including photographs, measurements, and narrative assessments) for road condition assessments.
- Demonstrated capacity to work safely and comply with OH&S principles.
- Demonstrated ability to operate and assess the needs to perform works with earth-moving equipment.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure

This is a full time/part time ongoing/maximum term position.

Pre-employment checks

All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.