

## Position Description

### Operations Water Officer

|         |                                          |                  |                          |                   |
|---------|------------------------------------------|------------------|--------------------------|-------------------|
| Doc no: | Doc Name:                                | Review date:     | Reviewed by:             | Approved by:      |
| HRM006  | Operations Water Officer Job Description | 30 November 2023 | Operations Manager, TPHC | Executive Officer |

## 1. Position Dimensions

### 1.1 Purpose

This role executes routine and non-routine operational, maintenance and project activities relating to water distribution, recharge, and supply to businesses. The role is responsible to ensure safe execution of work activities as directed by the Operations Supervisor. This role has contact with stakeholders and customers and is accountable to ensure services are delivered within LBW policies and procedures and contribute to overall customer satisfaction and enhance the reputation of the organisation.

### 1.2 Results

The Operations Water Officer is responsible to:

1. Monitor and adjust water levels and flow rates within the distribution system, including starting, stopping, and monitoring pumps, removing debris at pump stations and recording, documenting, and reporting water flows as required and directed.
2. Undertake civil and capital construction activities and maintenance within the distribution system as directed, including the construction of sand dams and channels within the Burdekin River and other water courses. This will require some work with heavy machinery in water and may be subject to tidal influences.
3. Record, document, and report water flow meter information, identifying and reporting faulty water flow meters, and assist in the management of stock and consumables, maintaining an inventory, and ordering new water flow meters when required.
4. Perform chemical spraying activities and weed removal and channel crossing and maintenance activities on plant and infrastructure within the distribution system.
5. Assist with the implementation of water monitoring, collection of water quality samples and water level data.
6. Operate and maintain vehicles, tools and equipment, in a safe manner and within the manufacturers specification, completing all pre-start checks, and ensuring all machinery and vehicles are kept in a clean, tidy, presentable and safe condition.
7. Actively engage in toolbox meetings and pre-start meetings and contribute to a positive safety culture.
8. Contribute to the development of an engaged, high performing team that delivers service excellence and promotes and advocates the organisation brand and reputation.
9. Effectively communicate with customers, stakeholders, and within the business, finding solutions to problems and assisting other teams as required to ensure the highest level of customer service is provided.

### 1.3 Reporting structure

|                            |                                                                                                                                                                             |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reports to position</b> | Operations Supervisor                                                                                                                                                       |
| <b>Supervises</b>          | Nil                                                                                                                                                                         |
| <b>External Liaison</b>    | This position liaises with Customers and growers, Suppliers (workshop consumables and quotations) Service providers, Utilities, Consultants, Subcontractors, General Public |
| <b>Internal Liaison</b>    | This position liaises with all internal staff and works with other teams to achieve outcomes as required.                                                                   |

## 2. Knowledge, Skills, Experience, and Accountability

### 2.1 Knowledge and Qualifications required:

- HR or HC class drivers' licence. (or the ability to obtain)
- Heavy machinery operator's certifications/High Risk Work Licence, including Forklift, Excavator, Backhoe/Loader, and sound knowledge of heavy machinery operations. (or the ability to obtain)
- Agricultural Chemicals Distribution Control (ACDC) accreditation,
- Current First Aid and CPR/LVR certification
- Confined spaces/working at heights certificates
- Introduction to electrical network infrastructure (T0911)
- Knowledge of relevant regulations and compliance requirements including knowledge of Work Health and Safety implementation in an agriculture and construction environment – Construction White Card
- Local Knowledge of the water board area and infrastructure.
- Understanding of or interest in electrical equipment and understanding of how to repair
- Water Meter Certification (Irrigation Australia)

### 2.2 Key Skills and Experience

- Experience in the operation and maintenance of water infrastructure, including pumps, water flow meters.
- managing water distribution systems
- pump installation
- Experience in operating excavators and other heavy machinery and maintenance of equipment. (desirable)
- Strong organisational and problem-solving skills, including the ability to follow a work plan and take directions.
- Effective Communication, and interpersonal skills, and ability to collaborate with internal and external stakeholders, other staff, and contractors.
- Ability to identify business and operational improvement opportunities.
- Ability to work as part of a team and support other staff as required.
- Ability to work autonomously.

### **3. Key Accountabilities of the Position**

Lower Burdekin Water aspires to be a progressive water service provider through collaborative partnerships, delivering sustainable water resources for the benefit of stakeholders and the environment. To achieve this vision Lower Burdekin Water requires professional, passionate, well informed, honest, trustworthy, self-motivated, efficient, and reliable staff to deliver the highest possible standard to its ratepayers and community.

The following list sets out the Key Accountabilities and Duties associated with this position.

#### **3.1 Workplace Health and Safety**

- Identify, assess, and control hazards and risks in accordance with the requirements of LBW's Workplace Health and Safety System, the Queensland Work Health and Safety Act and Regulations and company policies and procedures.
- Adhere to Workplace Health and Safety management plans, systems, structures, delegations, procedures, and programs.
- Conduct equipment and vehicle inspections, investigate and report incidents as required.
- Actively participate in safety training and toolbox meetings.
- Identify and report operational hazards.
- Complete or assist with completion of relevant WH&S documents (i.e. Hazard Reports, Permits, Registers, Safe Work Procedures, Risk Assessments, Safe Work Method Statements, Incident Reports, etc).
- Operate machinery and vehicles in a safe manner and within the manufacture's specification.
- Foster and support a positive safety culture.

#### **3.2 Water Distribution and Meter Reading and Maintenance**

- Start, monitor, and stop of pumps.
- Monitor and adjust water levels and flow rates within the distribution system.
- Remove debris from screens at pump stations and other areas within the distribution system.
- Operate, control, and monitor water distribution and aquifer recharge scheme on scheduled weekends in accordance with LBW's weekend rostering program.
- Record operational data as required'.
- Record, and report water flow meter information and reporting of faulty water flow meters.
- Undertake repairs and change-out of faulty water flow meters, and document.
- Assist with the management of water flow meter, stock and consumables inventory and order new water flow meters.
- Undertake water sampling activities, including water analysis and reporting, within the distribution system.
- Assist with groundwater research and monitoring.
- Participate in operational rosters (including weekends and holidays).
- Comply with legislative requires for certification of water meters

#### **3.3 Operational**

- Adhere to Lower Burdekin Water policies.
- Assist with general maintenance, capital works and civil works activities on plant and infrastructure within the distribution system.
- Perform chemical spraying activities where required and directed.

- Assist with the implementation of environmental monitoring, collection of water quality and fish samples and water level data.
- Investigate and resolve customer queries and complaints where appropriate and as required.
- Liaise with suppliers (research correct equipment for the applications and follow through and document recommendations), including issuing of purchase orders as required.
- Undertake handyman duties in offices, sheds, and pump stations.
- Ensure the workspace and distribution system is clean and well maintained, and machinery and vehicles are kept in a clean, tidy, presentable, and safe condition.
- Undertake other duties as assigned to assist in the successful operation of the business.
- This role may at time be required to work at heights or work in confined spaces.

#### 4. Behavioural expectations of the Position

*To be inserted once finalised – currently:*

- |                    |                    |
|--------------------|--------------------|
| • Positive,        | Detail Oriented    |
| • Show initiative, | Curious            |
| • Self-motivated,  | Absolute integrity |
| • Efficient,       | Professional       |
| • Reliable,        | Respectful         |
| • Trustworthy,     | Tenacious          |
| • Adaptive         | Willing to learn   |

#### 5. General

- Ability to undertake and perform higher duties from time to time, and
- Any tasks which assist in the successful administration of the business as reasonably instructed by your manager.

I hereby understand the requirements of the job description and position and will fulfil the obligations required of the key accountabilities, tasks, responsibilities and needs of the business.

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

##### Instruction for Managers

1. Give a copy of Position Description with letter of offer.
2. Copy signed Position Description for the Staff Member.
3. Update the Staff File Manager.
4. Place the signed copy on the staff file.

##### Instruction for Staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This may change with the Business.
5. Keep the Manager informed if changes occur.