

# POSITION DESCRIPTION

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| <b>Position Title:</b>  | <b>Building Maintenance Support Officer</b>              |
| <b>Position Number:</b> | <b>11070</b>   |
| <b>Directorate:</b>     | <b>Strategic Projects and Infrastructure</b>             |
| <b>Reports to:</b>      | <b>Building Maintenance Supervisor</b>                   |
| <b>Department:</b>      | <b>Asset Maintenance</b>                                 |
| <b>Agreement:</b>       | <b><i>City of Karratha Enterprise Agreement 2021</i></b> |
| <b>Classification:</b>  | <b>Level 4</b>   |

## 1. POSITION OVERVIEW

As part of the Building Maintenance team the Building Maintenance Support Officer is primarily responsible for the organisation and administration of unplanned maintenance works and planned repairs at the City's buildings, facilities and structures. The works are to be completed within budget, to agreed timeframes and levels of service.

### 1.1. Position Objectives

- Prioritise, organise, coordinate and administer the cost effective and efficient delivery of unplanned repairs and maintenance at the City's facilities and structures in accordance with purchasing policy, within budget and to agreed timeframes.
- Responsible for prioritising, delegating and supervising the administration as appropriate, multiple requests for works as they arise, ensuring that satisfactory levels of service are met.
- Coordination of scopes and specifications for unplanned maintenance and planned repairs.
- Monitor and report on work in progress against requested and agreed outcomes.
- Assist in preparation of cost estimates for Council's building maintenance program.
- Liaise with other Council departments on matters including lease responsibilities and coordination of works.
- Work closely with the asset management team, to ensure accuracy of asset data which informs the asset maintenance schedule.

## 2. DUTIES & RESPONSIBILITIES

### 2.1. Building Maintenance

- Request quotations or estimate value of works, raise Work Requests/ Orders (Assetic), Purchase Orders, against agreed scopes and specifications, assess variations and reconcile invoices.
- To prioritise, effectively co-ordinate and supervise building maintenance works to ensure quality and value for money outcomes on time and within budget estimates.
- Schedule and monitor works progress.
- Ensure contractor compliance with insurance and contract terms.
- Assist with value management.
- Report on preferred contractor performance.
- Ensure relevant database are up to date.

- Assist the Building Maintenance Supervisor with the research and preparation of reports and the Building Maintenance budget.
- Ensure department procurement processes and policies are adhered to at all times.
- Identify, develop, communicate and manage process improvement initiatives in line with policy and procedure and provide technical and analytical support and liaison with specialist in the delivery of Corporate procedure and process initiatives.
- Support minor projects.

## **2.2. Inspections**

- To undertake inspections and prepare reports on Council's properties on a regular basis.
- Assist the Building Maintenance Coordinator and Supervisor to undertake investigations, quantities and costing of minor works as required.

## **2.3. Customer Service**

- Act as the initial point of contact for priority maintenance requirements arising from facility managers, tenants and the public.
- To liaise with user groups, lessees, tenants and occupiers of Council properties to ensure the required standard of service and accommodation are maintained.
- Any other duties consistent with the level of this position and the principles of broad banding.

## **2.4. Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1. Authority & Accountability**

- Works under limited supervision of the Building Maintenance Supervisor.
- Works in accordance with approved Council's policies, procedures and guidelines.

### **3.2. Judgement & Problem Solving**

- Ability to problem solve with some solutions found in established processes and procedures.
- Well-developed conceptual and analytical skills with demonstrated experience in developing, assessing and implementing strategic solutions and plans.

### **3.3. Specialist Knowledge & Skills**

- Developed knowledge of quoting and tendering.
- Procurement negotiation skills to effectively communicate with a range of key stakeholders.
- Developed computer and keyboard skills.
- Working knowledge of building maintenance practices and terminology.
- Highly developed record keeping, administrative, problem solving, time management and organisational skills.
- Knowledge and demonstrated experience in the operation of Local Government desirable but not essential.
- Advanced knowledge in Microsoft Excel essential.
- Skills and knowledge in the collection and analysis of information.
- Proven experience in process improvement, with a record of successful implementation of change.

### **3.4. Interpersonal Skills**

- Highly developed numeracy and, written skills relevant to the work area.
- Highly developed communication and interpersonal skills to enable professional interaction with a range of people including Senior Management, government agencies, internal customers and suppliers/contractors.
- Ability to work cross-functionally with other leaders on sensitive and/or confidential issues.
- Ability to manage time effectively to ensure duties are carried out to the required standard and achieve performance objectives.

### **3.5. Qualifications & Experience**

- Demonstrated administrative experience within the building maintenance or real estate industry
- Relevant Certificate IV or Diploma in Property Services or Project Management desirable
- Proven experience in financial management and reporting for procurement
- Relevant qualification highly regarded
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)