

POSITION DESCRIPTION

Position Title:	Asset Maintenance Support Officer
Position Number:	11052
Directorate:	Strategic Projects and Infrastructure
Reports to:	Department Coordinators
Department:	Asset Maintenance
Agreement:	<i>City of Karratha Industrial Agreement 2023</i>
Classification:	Level 4

1. POSITION OVERVIEW

The Asset Maintenance Support Officer will be joining a team of professionals in the Asset Maintenance Department and will be assisting the Operations and Parks & Gardens Teams in the delivery of operational infrastructure activities and functions through the provision of administration support.

The Asset Maintenance Support Officer will provide administration support to the Department Coordinators, Project Officers and Department Supervisors in the delivery of maintenance and operational activities in a timely manner.

1.1 Position Objectives

The Asset Maintenance Support Officer is responsible for the provision of a broad range of administrative support, to facilitate the programs and schedules of both the Operations and Parks and Gardens Teams, particularly in the areas of responding to phone, email or in person queries from employees and customers, monitor staff training requirements, maintaining filing systems, record management processes, data collection and the timely support to the teams.

2. DUTIES & RESPONSIBILITIES

2.1 Operational & Maintenance Administration

- Maintain schedules for the regular relocation and data download for speed alert signs throughout the City.
- Assist the Project Officer in the preparation of footpath renewal programs and recording in the City's asset system.
- Assist and administer private sector works processes, including service requests, invoicing, and recording.
- Administer, action, and respond to the City's Report It requests.
- Assist the Operations Team in undertaking and documenting verge inspections requests.
- Assist in the administration and record keeping of annual maintenance schedules, work schedules and park/playground inspections.
- Assist in the administration and record keeping of Contractor licensing, inductions, insurances, certifications, and safety evaluations.
- Maintain and arrange where required, training records, licensing, and certifications.
- Maintain and update the Safety Management Dashboard.
- Assist in generating, recording, and closing of work orders.
- Assist the Department Supervisors and Operations Leading Hands with daily staff timesheets and account codes.
- Administer operational project and maintenance progress spreadsheets.

- Administration of Action Requests and recording into the Asset Management System.
- Support minor projects when required.
- Assist with value management when required.

2.2 Reporting

- Assist with the completion of Asset Disposals and Asset Handovers.

2.3 General

- Ensure effective communication regarding responsibilities to all key stakeholders.
- Attend to public enquires, by phone, email or face to face as required.
- Assist with operational and maintenance purchase orders and stores requisitions in liaison with Depot Services.
- Responsible contact officer for Before You Dig Australia process.
- Assist with the collation and capturing of records and data in line with the City's record keeping policies and systems. Organise, setup and minute meetings.
- Preparing and formatting documents as required.
- Taking telephone enquiries and directing calls and messages as required.
- Ongoing administrative support to the Operations and Parks and Gardens Teams.

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 and Accountability

- Works under the regular supervision of the Department Project Officers and Supervisors.
- Works in accordance with approved Council's policies, procedures, and guidelines.

3.2 Judgement and Problem Solving

- Ability to problem solve with solutions found in established processes and procedures.
- Ability to be well organised, multi-skilled and manage tight and demanding deadlines.
- Demonstrated conflict management skills.

3.3 Specialist Knowledge and Skills

- Highly developed verbal and written communication skills (including report writing) with a high level of attention to detail, accuracy, and confidentiality.
- Excellent public relations skills.
- Highly developed computer skills including proficiency in Microsoft Office products including Word, Excel, and PowerPoint, sufficient to be able to prepare reports and spread sheets.
- Knowledge and understanding of grant applications and acquittals.
- Knowledge in CiAnywhere and Synergy software systems or willing to undertake training.

3.4 Interpersonal Skills

- Highly developed interpersonal and negotiation skills to enable the effective communication with stakeholders, multi-disciplined teams, and external consultants.
- Demonstrated ability in the areas of time management, working autonomously and within a team.
- Ability to organise, prioritise and plan own time and work to achieve performance objectives.

3.5 Qualifications and Experience

- Previous work experience within an engineering, operations, or maintenance department
- Experience in providing administrative support in a multi-disciplined working environment, sufficient to coordinate multiple projects and deadlines through effective planning and problem-solving techniques
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)