

POSITION TITLE: Technical Officer Development Services (Plumbing) **POSITION NO:** 2694

EMPLOYMENT TYPE: Maximum Term Full Time

CLASSIFICATION: Level 4

CERTIFIED AGREEMENT: Officers **AWARD:** QLGA

DEPARTMENT: Finance & Liveability

BRANCH: Planning & Development

REPORTS TO: Plumbing Inspector

ORGANISATIONAL VALUES: Honesty Respect Accountability Integrity Unity

1. PRIMARY ROLE

Provide professional services that support the effective and efficient operation of the Planning & Development Branch with an initial focus on business improvements in the Branch's Plumbing & Drainage team. The role will be required to and review and implement business improvements associated with bringing all registers up to date and maintained to ensure statutory compliance. The role will require close liaison with internal stakeholders and external stakeholders such as local plumbing industry and customers who may have backflow prevention devices or on-site effluent disposal systems on their property. Site inspections may be required from time to time with members of the plumbing team.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Provide excellent customer service to internal and external customers, including responding to enquiries from internal and external customers promptly and professionally.
2. Process tasks, effectively manage customer requests and complaints promptly and professionally through effective questioning and action, to ensure an acceptable outcome with effective follow through, including referral and escalation when required.
3. Draft routine, correspondence including memos, letters, infringement notices, agendas, minutes, and report preparation.
4. Engage with staff, contractors and consultants to ensure relevant information is provided in a timely manner.
5. Lead the implementation of various initiatives and process improvements to support the team as they relate to plumbing and drainage related registers required by State legislation.
6. Complete Council meeting reports for the team as and when required.
7. Assist with the promotion of Council's services and community and industry education and provision of relevant regulatory documentation.
8. Record, maintain and retrieve information from various databases/registers on a range of parameters for reporting purposes.
9. Register documents in Council's electronic records document management system.
10. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence
- Technical knowledge and awareness of legislation as it relates to plumbing and drainage would be advantageous
- Certificate or Diploma in Business Management (desirable)

4. KEY SELECTION CRITERIA

1. Demonstrable experience in a technical or administration role providing a high level of customer service and business systems improvements that assist with streamlining services.
2. Ability to research and acquire knowledge of Council functions, processes, procedures and relevant legislative requirements in relation to the Regulatory Services function. Demonstrable knowledge and awareness of the plumbing and drainage legislation and supporting regulations.
3. Well-developed oral and written communication skills with high level of accuracy and attention to detail.
4. High level of computer skills including sound knowledge of the MS Office Suite and corporate software systems including GIS applications.
5. Sound interpersonal and conflict resolution skills with the ability to negotiate a variety of outcomes with individuals at all levels.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with:-

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Finance & Liveability: Kerri Anderson	Signature: 