

# Need a fresh start?

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Operations and Maintenance Planner

Position Description



**WESTERNPORT**  
WATER



Hours  
that  
work  
for  
you.



TITLE

# Operations & Maintenance Planner

BAND

4

LOCATION

Newhaven Head Office, Phillip Island

DEPARTMENT

Operations & Maintenance

DIVISION

Assets & Operations

REPORTS TO

Network Operations & Maintenance

DIRECT REPORTS

Operations and Maintenance Support Officer

POSITION OBJECTIVE

The Operations & Maintenance Planner provides ongoing administration, maintenance scheduling and customer service support to the Manager Operations & Maintenance to ensure the effective and efficient delivery of products and services for Westernport Water’s water, wastewater and gas systems within agreed service standards 24 hours a day, 7 days per week.

## KEY RESPONSIBILITY AREAS

Complete the planning of all preventative and maintenance activities.

Schedule preventative and routine maintenance and shutdowns and assist in determining resource requirements and works sequences for all maintenance jobs.

Respond to customer enquires, assist with maintaining customer records, review every completed job for accuracy in recording and reporting and completion of job data on corporate systems, raising online requisitions.

Coordinate the maintenance of standard operating procedures relevant to the Maintenance Team to ensure safety requirements are communicated to employees and implemented correctly.

Within the scope of this role ensure that your activities and the activities of others at the workplace are undertaken in an environment of 'Safety' and 'Risk Management' awareness and in accordance with all relevant Occupational Health and Safety and Risk policies and procedures.

Coordination of special meter reads.

Determine priorities, work within deadlines, discuss and resolve issues with Managers and Coordinators and fellow employees.

Comply with all operational processes and procedures, letting Coordinators and Managers know if the processes or procedures need updating, amending or improving.

Accurately, consistently and in a timely manner complete all required work orders and paper work detailing activities undertaken whilst managing conflicting priorities.

Effectively and efficiently operate within a team environment.

Communicate clearly with customers, team members, coordinators, managers and contractors as well as provide written communication, in the form of memos, notices and standard forms.

Assist in meeting and reporting ESC compliance requirements.

Lead and manage the development of the Operations and Maintenance Support Officer to provide effective administrative support to the Operations and Maintenance Team.

Provide support and guidance when dealing with non routine matters.

Participate in the budgeting process with close coordination with finance personnel, ensuring all the requirements are captured. Ensure proper monetary control so that the plant's expenditure stays within budget and provide proper justification on variances for financial reports.



## REQUIREMENTS OF THE POSITION

### Key selection criteria

Certificate III or Certificate IV in Business Administration or equivalent as well as experience asset management and maintenance management information systems.

Demonstrated experience in high level quality administration tasks, specifically a focus on high level customer service.

Experience scheduling preventative and routine maintenance and shutdowns and assist in determining resource requirements and works sequences for all maintenance jobs.

Demonstrated capability and experience in the use of computers in particular Microsoft applications for word processing and spread sheets.

Ability to effectively manage your own time, set priorities and achieve objectives and goals within required timeframes and that of a team.

### Qualifications and Experience

Experience using asset management and maintenance management information systems.

Certificate III or Certificate IV in Business Administration or equivalent.

Well developed administrative and computer skills.

Forklift operator license.

Current driver's licence suitable for Victoria.

### Management and Interpersonal Skills

These positions require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.

All employees in this band must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve

## REQUIREMENTS OF THE POSITION

### Accountability and the extent of authority

Positions in this band may manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.

In positions where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.

In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations

and policies and regular supervision. The effect of decisions and actions taken in this band on individual clients may be significant but it is usually subject to appeal or review by more senior employees.

Few positions in this band are primarily involved in policy development. Where they are, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.

Many positions in this band would have a formal input into policy development within their area of expertise and/or management.

### Judgement and decision making

The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience.

### Specialist knowledge and skills

Typically, these positions require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.

All positions require an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.

Some positions in this band, particularly those where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

All employees in this band require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

Positions in this band provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees.

## REQUIREMENTS OF THE POSITION

### Primary Physical Requirements

**Sitting:** the employee is required to sit for extended periods of time.

**Standing:** the employee is required to remain on his or her feet in an upright position for extended periods of time.

**Climbing:** the employee is required to climb stairs, fences and or ladders and work above ground or below ground as required.

**Walking:** the employee is required to walk varying distances during the course of his or her work.

**Lifting/Carrying:** the employee is required to lift and carry heavy and awkward objects in accordance with safe lifting techniques during the course of his or her work.

**Pulling/Pushing:** the employee is required to exert force to push or pull objects during the course of his or her work.

**Gripping/Grasping:** the employee is required to regularly pick up and grip objects.

**Reaching:** the employee is required to reach for objects.

**Squat/Bend/Kneel/Stoop and Crouching:** the employee is able Squat, Bend, Kneel, Stoop and Crouch for extended periods of time.

**Speaking/Hearing/Seeing:** the employee is required to hear, see and communicate work related instructions.

**Driving:** the employee is required to drive cars, 4WDs and forklifts.





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