

# Programmed Maintenance Services

## Position Description

**POSITION:** CIVIL FIELD WORKER

**GROUP:** PFM, Barwon Water

**LOCATION:** Geelong

**REPORTS TO:** Assistant Team Leader

**DATE:** 15<sup>th</sup> March 2014      **APPROVED:** Services Manager

### Purpose Statement:

The person appointed to this position will form part of a team of multi-skilled maintenance workers responsible for the delivery of planned and unplanned maintenance activities on Barwon Water's potable and recycled water distribution, and sewerage collection systems. Exercising independent judgement and with limited guidance, the incumbent will achieve compliance with defined service level standards and deliver high levels of customer satisfaction.

The Civil Field Worker is accountable for undertaking reactive and network maintenance works as required to support the Customer's various requirements.

The Civil Field Worker is responsible for expedient response to, assessment of and repair of failures of the Customer's assets with a focus on personal and 3<sup>rd</sup> party safety, customer service and the environment.

The position assists with the creation of a safe work environment and contributing to the achievement of the Customer's KPIs within the reactive works team.

### Accountabilities

Key Result Area	Performance Standards
<p><b>Reactive and Planned Works Management:</b></p> <p>The Civil Field Worker (CFW) is accountable for ensuring that all works are undertaken in accordance with Company Policy, systems and procedures.</p> <p>The CFW assesses system faults and undertakes rectification works in accordance with required timeframes and our contractual obligations.</p> <p>The CFW undertakes challenging and labour intensive matters and ensures field works are carried out in accordance with quality procedures.</p> <p>The CFW assists with implementation of new technologies, including field data capture and works scheduling systems.</p> <p>The CFW is responsible for participating in a roster system as required, including participation in after hours activities (when necessary), plus the maintenance of job and resource information.</p>	<ul style="list-style-type: none"> <li>• Being able to complete network maintenance tasks and rectify faults in an effective, considered and timely manner at time of attendance.</li> <li>• Work cooperatively with other teams within the business and the Customer's internal departments</li> <li>• Responding to and assessment of unplanned works within contractually agreed time frames as per priority 1, 2 &amp; 3.</li> <li>• Assessing network faults for contractor, equipment hire &amp; material requirements</li> <li>• Works tasks are regularly reviewed with variations from budget identified and strategies put in place to rectify.</li> <li>• Ensure that company personnel, premises, vehicles, equipment and work sites meet presentation and housekeeping standards.</li> <li>• Ensure the resolution of customers complaints related to the delivery of reactive works, including the investigation and reporting.</li> <li>• Isolation and restoration of the fault area.</li> <li>• Containment of sewer spills or other</li> </ul>

	<p>environmental issues as determined by site conditions at the time of attendance.</p> <ul style="list-style-type: none"> <li>• Checking for critical users, Key Account Customers and other stakeholders within a shut down area.</li> <li>• Rectification of sewer or water faults within a timely manner.</li> <li>• Monitor customer and general public issues while on site and implement appropriate action.</li> <li>• Complete job, time and stock sheets.</li> </ul>
<p><b>Customer Relationship:</b> The CFW is accountable for assisting with the growth of our existing client by encouraging a positive relationship. This is achieved through delivering the service in an efficient and courteous manner, which causes least disruption to the client.</p> <p>The CFW is required to provide front line customer services.</p>	<ul style="list-style-type: none"> <li>• Net Promoter Score</li> <li>• Ensure customer feedback is positive at all times</li> <li>• Assist with the resolution of customer complaints related to the delivery of reactive, routine and minor construction works in a timely manner.</li> <li>• Assist with the implementation of strategies to improve levels of service delivery.</li> <li>• Assist other CFWs with improving their asset knowledge.</li> </ul>
<p><b>Team Participation:</b> The CFW is required to participate in the development of team skills when engaged in the delivery of reactive and planned works.</p> <p>The CFW is responsible for ensuring the field performance measures, including OH&amp;S, environmental, BW and KPI performance are achieved when undertaking work</p>	<ul style="list-style-type: none"> <li>• Ensure that procedures and codes are followed and that field services are carried out in an effective and considered manner.</li> <li>• Participate in regular team meetings which inform the team of business developments and performance.</li> </ul>
<p><b>Occupational Health and Safety/Compliance:</b> The CFW is accountable for ensuring that all activity they undertake is conducted in a legal and ethical manner, and is consistent with company standards policies and procedures.</p> <p>The CFW is required to assist with the compliance to OH&amp;S, Quality and Environmental procedures.</p>	<ul style="list-style-type: none"> <li>• All field based reactive and planned maintenance activities are conducted in accordance with Company policy, procedures, and instructions</li> <li>• Activities are developed and implemented in a manner, which protects the Company's funds, interests and reputation.</li> <li>• Completes a JSA before commencing every network maintenance task.</li> <li>• Ensure paperwork, documentation and reports meet company standards and timelines.</li> <li>• Actively identify hazards in the workplace and implement corrective action.</li> <li>• Initiate actions to improve health and safety.</li> <li>• Report accidents/incidents and near misses to their direct line supervisor.</li> <li>• Demonstrate commitment to health and safety through participation in formal and informal discussions.</li> </ul>

## **Key Performance Indicators**

### **Operational Management**

- To undertake network maintenance in a safe, efficient and timely manner.

### **Customer Relationship:**

- Customer feedback on quality of work undertaken and the interaction with operative staff and contractors as measured via the customer feedback system.

### **Compliance and Occupational Health and Safety:**

- Ensure awareness, implementation and compliance of with relevant Company Policy and statutory requirements, including the occupational health and safety, environment, equal employment opportunity guidelines and Programmed Maintenance Services Quality systems.

### **Qualifications, Qualities and Experience**

- Experience in an operational environment.
- Good verbal reasoning and conflict resolution skills
- An understanding of industrial relations issues and a commitment to EEO and OH&S practices.
- Established interpersonal skills and the ability to build quality relationships with other CFWs.
- A commitment to continuous improvement, quality management, change management and leadership.
- An understanding of environmental issues facing the company and the community.
- Computer literate and a demonstrated knowledge and experience of current and emerging technologies related to field maintenance services.
- Experience within the sewer & water industry OR
- A willingness to learn and a desire for full time employment.
- Heavy Rigid Truck licence
- Relevant qualifications.
- High standard of personal hygiene and presentation