



# Technical Service Officer

## *Position Description*

*Position number: OP008*



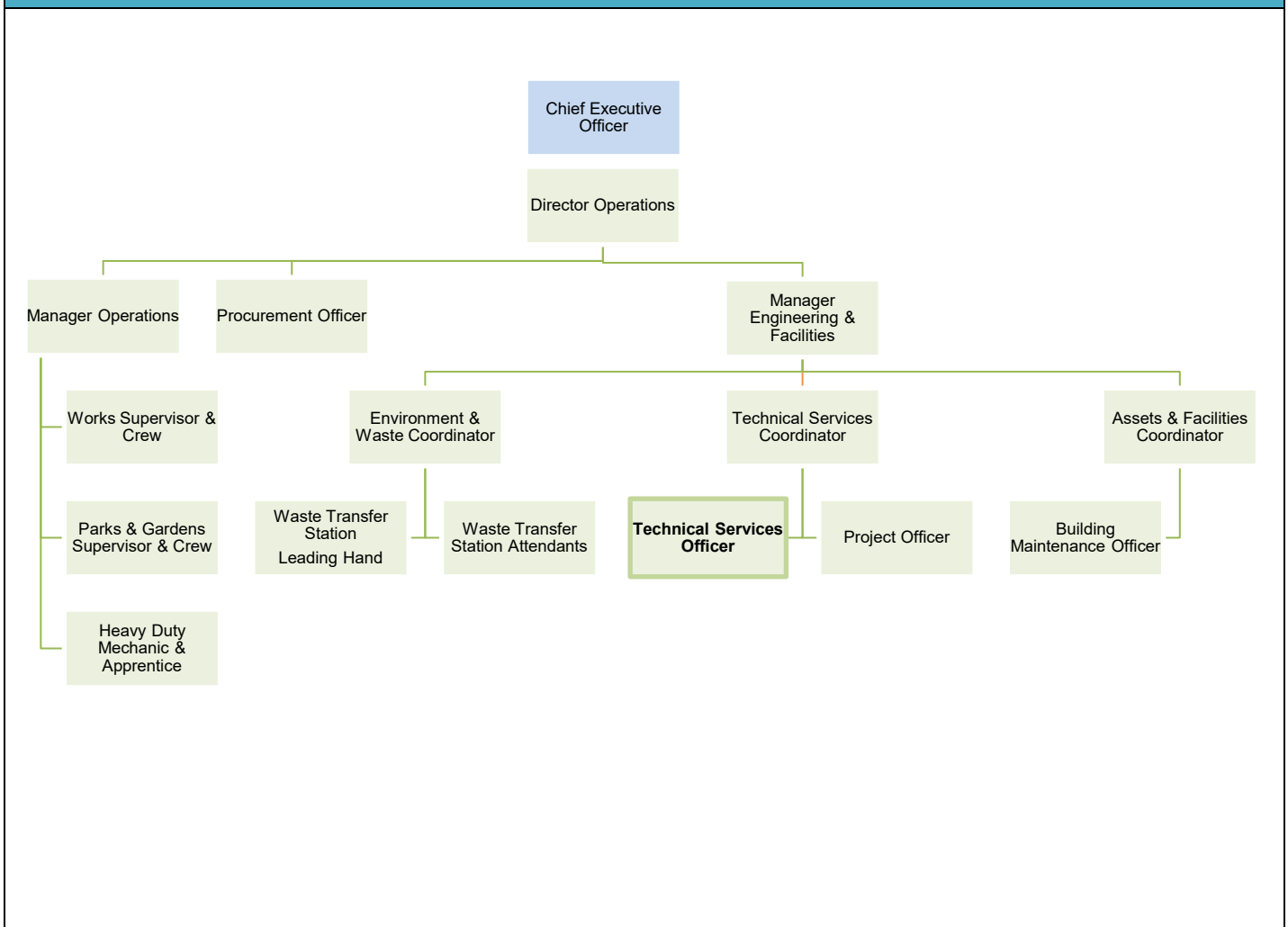
## POSITION DESCRIPTION

<b>Position</b>	Technical Services Officer
<b>Department</b>	Operations
<b>Location</b>	Administration Centre, 87 Throssell Street, Collie
<b>Reports to</b>	Technical Services Coordinator
<b>Supervises</b>	Nil
<b>Hours of Work</b>	76 hours/9-day fortnight
<b>Level</b>	Level 5 - Shire of Collie Industrial Agreement 2023
<b>Position number</b>	OP008

### Position Objective

Provide technical support to the Shire Operations team by processing vehicle crossover and heavy haulage applications, and customer service enquiries for the Shire Operations directorate. Assist with the budgeting, development and/or procurement of project documentation for civil infrastructure upgrades, renewals, and replacement. Provide assessment and procurement of Traffic Management Plans for events, road closures, and works within the Shire of Collie in accordance with MRWA codes of practice.

### Workforce Structure



### Our Vision

Collie – Nature at our doorstep, community at heart.

### Our Values

The core values at the heart of the Council's commitment to the community are:

**Integrity**

**Transparency**

**Accountability**

**Collaboration**

**Respect**

### Our Commitment to Community

We will lead the delivery of our vision

We will support local business wherever possible

We will consult and engage with our community on issues that affect them

We will encourage, welcome and value feedback

We will encourage, support and advocate for our community

### Key Duties

#### **Administration and Procedures**

- Process applications for commercial and residential crossovers.
- Process heavy haulage applications.
- Provide first line customer service on behalf of the Shire's Operations directorate regarding technical, works, and parks and gardens enquiries. This includes the processing, allocation, and closing out of customer service enquires.
- Ensure essential documentation and records are registered in the Shire of Collie's records system.

#### **Technical Support**

- Assist in developing, procuring and /or reviewing traffic management plans for the authorisation of the Operations Manager as and when required.
- Assist the Operations Manager to process survey information utilising Engineering Software (Civil Cad).
- Consult with public utilities and authorities for the coordination or works and protection of services.
- Liaise with external stakeholders and consultants to provide technical input where required.
- Traffic counter programming, installation/retrieval and supply, and generation of traffic count reports.
- Carrying out airport lighting inspections and coordinating airfield maintenance for Collie Regional Airstrip.
- Other duties as required.

#### **Project Management**

- Ensure effective procurement, contract, and site management of minor maintenance projects in accordance with best practice frameworks and legislative requirements, and report on projects including budget, program, scope, resourcing, and risks.
- Create estimates and schedules relating to minor maintenance projects to be used as input data for works program.
- Assist in the development of risk management plans for various operational aspects of the Council Engineering Services function.

**Selection Criteria –Qualifications and Experience**

**Essential Criteria**

- Experience in procurement and management of civil engineering works relating to drainage, road works, footpath construction, open space infrastructure and maintenance.
- Ability to interpret plans and drawings.
- Ability to manage small maintenance projects and keep them on budget and on time.
- Knowledge of traffic management requirements for road works.
- Developed computer skills, with proficiency in MS Office suite of programs, and adaptability to in-house software.
- Hold current “C” class motor vehicle driver’s licence.

**Desirable Criteria**

- Formal qualification in civil construction design or similar will be highly regarded.
- Exposure to municipal engineering will be well regarded.

**Training**

Willingness and aptitude to undertake further training and professional development to keep abreast of latest technology and practices when required.

**Approval of Position Description**

**I have noted the statement of the key duties and responsibilities, and other requirements as noted in this position description. I also acknowledge that other duties may be assigned to this position as required from time to time to meet the business needs of the organisation.**

**Acceptance by Employee**

**Name**

**Signature**

**Date**

**Approved by Chief Executive Officer**

**Name**

**Signature**

**Date**