

POSITION DESCRIPTION

Position title	Treatment Operations Officer
Section	Treatment Operations Eastern
Employment type	Permanent
Classification	Band 4
Location	Eastern Treatment District
Date Approved	November 2025
Approving Officer	Branch Manager Operations

POSITION OBJECTIVES

- To participate in the maintenance, operation and monitoring of Wannon Water's water supply and sewer systems, with a particular emphasis on treatment facilities.
- To undertake activities to assist in the delivery of high quality water and sewerservices to Wannon Water's customers.
- To undertake water and sewer projects and activities within a quality system framework.

KEY RESPONSIBILITIES & DUTIES

Participate in the monitoring, operation and maintenance of Wannon Water's water supply and wastewater systems, with a particular emphasis towards treatment facilities.

Provide routine water and sewer services and related information to customers.

Prepare standard reports and maintain record systems, including the completion of logbooks and timesheets.

Operate within defined performance targets and quality method aimed at improving the quality and security of the service to customers.

Will be compliant with all Wannon Water Occupational Health & Safety policies & procedures at all times

Contribute to the Treatment Operations Team by the exchange of information and ideas.

Ensure customers are given prompt and efficient service in accordance with Wannon Water policies, procedures and guidelines.

May be required to undertake after hours standby on a rotational basis. Officers must be residing within 15 minutes travel time to their normal starting point when required to be rostered on standby.

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ORGANISATIONAL RELATIONSHIPS

Responsible to	Coordinator Eastern Treatment Operations
Responsible for	Authority customers, Statutory Authorities, Contractors, Consultants, Suppliers

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Accountable to the Coordinator Eastern Treatment Operations for the effective, safe and efficient performance of all duties and responsibilities.

Works under general supervision with specific guidelines from a range of techniques, methods and processes.

JUDGEMENT AND DECISION MAKING

Under direction from more senior staff has the authority to plan own work within established guidelines, standards and procedures.

Guidance is available from the Coordinator Eastern Treatment Operations and other members of the Treatment Operations Team.

SPECIALIST SKILLS & KNOWLEDGE

- Knowledge and experience in relevant water and sewer treatment procedures and practices.
- Knowledge and understanding of water and sewer quality issues within reticulation systems.
- Ability to operate relevant automated equipment and computer systems.
- Ability to keep accurate and up to date records.
- Ability to identify and interpret malfunctions in facilities, systems, mechanical and electrical plant
- Proficiency in the application of relevant standard procedures, practices and in the operation of equipment and plant that requires a limited degree of skill or adaptation.

MANAGEMENT SKILLS

A basic skill in managing one's own time and in planning and organising one's own work.

INTERPERSONAL SKILLS

- Sound level of oral and written communication skills
- Ability to communicate effectively with customers, other employees, contractors, consultants and the public

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QUALIFICATIONS & EXPERIENCE

Essential

Qualifications or willingness to obtain a Certificate III in Water Industry Operations.
A valid Australian driver's license is required.

Desirable

Experience in a relevant area of work or a technical tertiary qualification.

Completion of relevant industry-based training or knowledge and skills gained through relevant on the job training.

INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

OTHER INFORMATION

Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:

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We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

Probationary Period

All successful applicants will be subject to six month minimum employment period as per the Fair Work Act 2009

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

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"The employee shall not use the position for their personal gain or advantage, nor disclose any confidential information which may be acquired as a result of their employment by the Corporation".

Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 45001 (AS/NZS ISO 45001). These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee		Manager	
Name	_____	Name	_____
Signature	_____	Signature	_____
Date	_____	Date	_____