

Position description

Civil Maintenance Operator



Department	Water and Sewerage Services
Employment type	Permanent
Classification	Band 4
Location	Wannon Water Service Delivery Area
Date approved	October 2026
Approving Officer	Executive Water and Sewerage Services

Position objectives

Under limited direction, perform civil maintenance activities to support the efficient operations of the organisations' networks which include the water distribution and sewerage collection systems

Key responsibilities and duties

Carry out reactive, proactive and corrective civil maintenance activities as directed.

Monitor and record information utilising field-based work management systems to ensure the business performance targets are met. To be completed in a timely manner as part of each work order activity.

Ensure safe work practices are applied in daily activities and promote the importance of a safe work environment to support the ongoing safety of all Wannon Water employees.

Oversee contractors working on Wannon Water Assets as required and ensure the safe conduct of these operational activities in accordance with policies and procedures.

Assist the Team Leader with organising and directing scheduled maintenance activities, and the supervision of resources including employees when required.

Complete operational duties as directed by the Civil Maintenance Team leader or via Work Orders to support the Operations branch.

Contribute to the identification of ongoing improvement practices and efficiencies to deliver a high-quality service to the business and Wannon Water Customers.

Uphold the values and performance standards of Wannon Water.

Assist other teams within the Wannon Water Region with maintenance activities as required.

May be required to perform tasks associated with asbestos removal. Training will be provided to complete these tasks. Information on risks associated with exposure to asbestos fibres can be found here: <https://www.asbestos.vic.gov.au/about-asbestos/health-facts>

Carry out other duties as directed.

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Participate in the after-hours standby roster as required

Organisational relationships

Responsible to	Civil Maintenance Team Leader
Responsible for	Nil
Internal liaison	All employees
External liaison	Customers, contractors, utilities, municipalities businesses and members of the general public.

Accountability and extent of authority

The incumbent is expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures.

May be required to exercise high precision trade skills using various materials and/or specialised techniques.

Assist in providing direction, leadership and on-the-job training to supervised employees or groups of employees.

Employees tasked with supervisory responsibilities are required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and made aware of all occupational, health and safety policies and procedures.

Judgement and decision making

The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.

The role often requires the quantification of the amount of resources needed to meet those objectives.

Guidance & advice are always available within the time available to make a choice.

Specialist skills and knowledge

Proficiency in the application of relevant standard procedures, practices and / or in the operation of equipment or knowledge of the use of plant which requires a limited degree of skill or adaption.

Require a thorough understanding of the relevant technology, procedures and processes used within the civil maintenance team.

Possess a thorough understanding of Wannon Waters Customer Charter and the relevant policies, procedures, technology and processes used within the team.

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Management skills

Will assist other employees in carrying out their tasks where required utilising experience, knowledge and skills.

When supervision is required assistance will be provided to the supervised employees with their task.

Interpersonal skills

Has the ability to gain co-operation and assistance from customers, members of the public and other employees in the performance of well-defined maintenance activities.

Requires written communication skills to enable the preparation of routine correspondence and reports if required.

Qualifications and 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.

Medium – rigid truck license.

Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.



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Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures designed to meet the requirements of the internationally recognised Australian Standard/New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment.

Equal employment opportunity

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name

Employee Signature

Date