

Position description

Treatment Operations Officer



Department	Water and Sewerage Services
Employment type	Permanent
Classification	Band 4
Location	Eastern Treatment District
Date approved	October 2026
Approving Officer	Executive Water and Sewerage Services

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 sewer services to Wannon Water's customers.
- To undertake water and sewer projects and activities within a quality system framework.

Key responsibilities and 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.



Position description

Treatment Operations Officer



Organisational relationships

Responsible to	Coordinator Eastern Treatment Operations
External liaison	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 and 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.



Position description

Treatment Operations Officer



Qualifications and experience

Essential

Qualifications or willingness to obtain a Certificate III in Water Industry Operations. A valid and current 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.

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.

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.

Position description
Treatment Operations Officer



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

