



### Position Description

<b>POSITION TITLE:</b> Metering and Maintenance Officer	<b>REPORTS TO:</b> Leading Hand Metering
<b>Pay Band:</b> Band 1	
<b>ORGANISATIONAL CONTEXT</b>	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
<b>PRIMARY OBJECTIVES</b>	
<p>As the Metering and Maintenance Officer, you will be part of a cohesive team to provide effective and efficient operation of the Corporation's Metering function which services our community and customers. Key responsibilities include:</p> <ul style="list-style-type: none"><li>• Customers meters installation, replacement, maintenance and fitting remote reading devices to meet LMW standards.</li><li>• Carry out routine, scheduled, daily or any other specified meter readings, with a high level of accuracy in a timely manner.</li><li>• Perform flow and pressure tests to ensure adequate water supply to customers.</li><li>• Testing and or validating water meters to ensure accurate and confident measurement by LMW meters.</li><li>• Respond to customer queries specific to area of responsibility.</li></ul>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Support and mentor temporary staff when required.</li> <li>• Investigate pressure complaints from customers and assist in correction of problems as identified.</li> </ul>	<ul style="list-style-type: none"> <li>• Input into the development of Standard Operating Procedures.</li> <li>• Be well versed in LMW policies with commitment to ensuring they are implemented by self and others.</li> <li>• Effectiveness in completing tasks.</li> <li>• Problem identification and resolution.</li> <li>• Collaboration with team and other departments.</li> <li>• Achievement of agreed performance and development in annual plan.</li> </ul>
<b>Customer</b>	<p><b>Key Internal Interfaces:</b></p> <ul style="list-style-type: none"> <li>• Civil &amp; Maintenance Team</li> <li>• Revenue Services team</li> <li>• Team Leader Metering</li> <li>• Stores</li> <li>• Property Services Team</li> <li>• Customer Experience Team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• LMW Customers,</li> <li>• Plumbers / Contractors</li> <li>• Casual Metering Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate professional working relationships with internal customers.</li> <li>• Provide good customer service to internal customers and assistance as required to external customers.</li> <li>• Active participation in team meetings and providing open, regular communication and updates on business-as-usual activities, projects updates and other opportunities.</li> <li>• Participate in People matter surveys.</li> </ul>

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Working safely, thinking safety, going home safe.</li> <li>• Ensuring a safety-first culture is developed in partnership with the Leadership team and broader organisation.</li> <li>• Contribute to the bi-annual Global Safety Index (GSI) survey process.</li> <li>• Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment and discrimination.</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in the development of documented safe work instructions to ensure safe and efficient work practises.</li> <li>• Contribute to workplace safety and reduction of workplace injuries.</li> <li>• Demonstrate behaviours that promote safe work practices and respect for all staff members.</li> <li>• Contribution to safety reporting and discussions within team meetings.</li> <li>• Have a safety-first mindset.</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Ensure that the water measuring devices are installed and maintained for the efficient and accurate recording of water usage.</li> <li>• Develop methods for efficiency improvement in the installation and reading of water meters.</li> <li>• Ensure works and relating data are recorded in an accurate and timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure duties are undertaken accurately and in a timely and responsive.</li> <li>• Seeks to continually improve the quality and efficiency of services provided.</li> <li>• Ensures the best use is made of technology to provide efficient and effective service.</li> <li>• In put into user-friendly processes and procedures developed in consultation with the broader organisation.</li> </ul>

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Capital	<ul style="list-style-type: none"> <li>• Install water measuring devices in line with the organisation's capital works program.</li> <li>• Provide input into any metering replacement programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure accurate costing allocation, by using the correct budget number for parts and labour.</li> </ul>

**LEVEL OF AUTHORITY**

Delegation Category **G** as per the current Instrument of Delegation.

**NUMBER OF REPORTS**

Direct Reports:

- Nil

Indirect Reports:

- Nil

**SKILLS AND BACKGROUND REQUIREMENTS**

**Formal qualifications:**

- A demonstratable plumbing experience and or a mechanical aptitude is desirable but not essential.

**Leadership:**

- Willingness to participate in team meetings as required, encouraging open and regular communication.
- Contribute to the development of business policies, procedures and other documentation to meet standards.
- Prepared to show initiative and be open to opportunities for change for business development, goals or strategies.

**Customer:**

- Good communication & listening skill to understand customer concerns and assist in resolving.
- Preparedness to support internal staff and provide assistance as required.
- Participate and help to grow positive customer experience.

**Safety:**

- Promote OH&S culture within the business.

**Efficiency:**

- Ability to make the best use of available resources in the process of achieving goals.

**Capital:**

- Ensure, parts materials and labour are allocated to correct budget account.

**Compliance Requirements:**

- Driver's license.
- Compliance with a criminal background checks where required.
- Confirmation of fitness for work.
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW's Vaccination Policy or a valid medical contraindication.

**SIGNATURES:** We certify that the content of this position description is accurate:

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: