



position description

POSITION TITLE	Water Truck Operator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Infrastructure and Growth
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Arborist Coordinator
SUPERVISES	nil
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Supports the effective delivery of arboriculture services by undertaking tree maintenance, watering and planting activities while safely operating plant and equipment. Contributes to the upkeep of Council’s urban forest by maintaining high-quality standards, supporting team operations and ensuring compliance with safety, environmental and operational requirements.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Performs tree maintenance activities including pruning, removal and general arboriculture tasks, and assists with wire clearance requirements as directed by and under the supervision of the Arborist Supervisor, to maintain the health, safety and presentation of Council’s urban tree assets and surrounding environments.
- Operates and maintains plant and equipment including trucks, wood-chippers, chainsaws and small tools to ensure safe, efficient and reliable delivery of arboriculture services in accordance with manufacturer and safety requirements.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Supports tree establishment programs including watering, planting and early-stage maintenance to promote healthy tree growth, maximise survival rates and contribute to the long-term sustainability of the urban forest.
- Applies arboriculture standards and practices in accordance with Australian standards and Council procedures to ensure all works are completed safely, consistently and to a high quality.
- Contributes to team operations and on-site coordination by assisting with daily work planning, supporting crew members and providing guidance to apprentices to ensure tasks are completed efficiently and safely.
- Completes operational documentation and reporting including timesheets, maintenance records, plant logs and customer requests to support accurate record keeping, compliance and continuous improvement.
- Implements and promotes safe work practices including hazard identification, traffic control, use of PPE and participation in JSAs to minimise risk and protect employees, contractors and the community.
- Responds to customer and service requests by completing allocated tasks within required timeframes and maintaining a professional approach to support positive community outcomes and service standards.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Applies judgement to prioritise daily tasks and adjust work activities to meet operational requirements and changing site conditions.
- Follows established procedures and escalates issues appropriately to ensure risks are managed and work is completed safely.
- Assesses site risks and contributes to safety planning including JSAs and traffic management to support safe work delivery.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrates knowledge of arboriculture practices including pruning, tree care and maintenance to support asset health and longevity.
- Operates plant and equipment safely and competently including chainsaws, chippers and elevated work platforms to meet operational requirements.
- Applies safe climbing and tree work techniques using certified equipment and practices to ensure compliance and personal safety.
- Uses technology and systems including tablets and record systems to support service delivery and accurate documentation.
- Understands chemical application processes including herbicides and pesticides to ensure safe and compliant use.

MANAGEMENT SKILLS

- Manages time and workload effectively to meet daily schedules and operational deadlines.
- Follows direction and contributes to team outcomes to ensure efficient and coordinated service delivery.
- Identifies risks and follows safety procedures to maintain a safe working environment.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

- Provides courteous and professional service to support positive interactions with community members.
- Communicates clearly and respectfully to ensure customer needs are understood and addressed.
- Responds to service requests promptly to meet Council service standards and expectations.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Previous experience in tree maintenance.
- Cert 3 Arboriculture
- Farm Chemical User Certificate (desirable)
- First Aid Certificate Level 2
- Work Activity OH&S Induction Training-Arboriculture
- Chainsaw Operating Certificate Level 2 (desirable)
- Elevated Work Platform operation experience and qualifications (desirable)
- Heavy Rigid License (desirable)

LICENCES AND MANDATORY REQUIREMENTS

- Current Medium Rigid Driver's Licence (have and maintain licence)
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- OH&S General Induction for Construction Sites (White Card)
- Pre-employment Functional Assessment.
- Evidence of eligibility to work in Australia

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Demonstrated experience in arboriculture, horticulture or outdoor maintenance activities.
2. Ability to operate plant and equipment safely, including trucks and small machinery.
3. Understanding of safe work practices and commitment to occupational health and safety.
4. Ability to work both independently and as part of a team in a physically demanding environment.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
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<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> Understands council vision and purpose and how their role fits in Is willing to adapt to changing processes, systems, technology and environments Looks for improvements and better ways of doing things Seeks support and clarification when required
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People Development	
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<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> Displays council values Reflects upon own performance Seeks and acts upon feedback Sets goals for personal and professional development Finds ways to learn and improve in the completion of day-to-day tasks Takes responsibility for own work and meeting job requirements
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Manage Health and Wellbeing	
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<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> Demonstrates effective time management and prioritising of tasks Is aware of, controls and expresses their own emotions appropriately Recognises when support is needed Accepts responsibility for their own actions and outcomes Is aware of the importance of self-care
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Safety and Risk Management	
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<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> Remains vigilant in ensuring a safe working environment for self and others Is aware of risk and takes action to prevent problems Reports hazards, incidents (including near misses) and compliance concerns in a timely way Understands the importance of honesty and transparency Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets Complies with policies and procedures
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ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Water Truck Operator	Contribute to the efficient and effective operation of the Parks & Gardens Arboriculture Unit, through the provision of tree establishment, maintenance, and removal	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to static stand for up to 2 hours Capacity to stand and walk frequently throughout the day. Capacity to alternate posture frequently Capacity to walk up to 5km on even / uneven / sloped surfaces. Capacity to negotiate steps and stairs occasionally. Ability to use 3 points of contact when entering / exiting large work vehicles. Capacity to climb up/down ladder occasionally. Capacity to kneel and squat to ground level occasionally when completing low level tasks. Capacity to lift and carry up to 20 kilograms from ground to shoulder height and carry up to 20 metres. Capacity to push / pull / drag up to 40kg up to 20 metres, for example wheelbarrow or tree limb. Capacity to work between ground and head height frequently. Will need capacity to work above shoulder height repetitively (adequate shoulder range of motion required). Capacity to repetitively flex and extend elbows. Adequate movement through the trunk and lower back (including flexion, lateral flexion, and rotation). Adequate movement through the neck (including flexion, extension, and rotation) Adequate hand grip and dexterity including capacity to perform a power grip repetitively Capacity to tolerate vibration Capacity to drive company vehicle up to 2 hours frequently. Adequate level of fitness required. 	Sitting			X	
			Standing		X		
			Walking		X		
			Lifting < 20kgs		X		
			Carrying		X		
			Pushing		X		
			Pulling		X		
			Climbing		X		
			Bending			X	
			Twisting			X	
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor				X
			Neck postures			X	
			Accepting instructions		X		
			Providing instructions	X			
			Sustained concentration				X
			Major decision making	X			
			Complex problem solving	X			
Supervision of others	X						
Interaction with others		X					
Exposure to confrontation	X						
Respond to change				X			
Prioritisation		X					

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| | <ul style="list-style-type: none">• Adequate flexibility and balance• Ability to liaise with staff of all levels• Ability to manage conflict and converse with disgruntled or abusive people e.g. members of the public.• Use of phones and tablets (possess basic computer skills)• Ability to maintain professional relationships e.g. co-workers, community members.• Possess strong interpersonal communication, organisational, and time management skills.• Ability to work both independently and in a team. | | | | | |
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