



POSITION TITLE	Parks Trade Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Planning, Development and Infrastructure
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Parks 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 efficient delivery of horticultural, mowing, and maintenance tasks across Wodonga Council's open spaces, roads, and recreational areas. This role ensures the safe and effective operation of machinery and contributes to quality service delivery across parks, gardens, playgrounds, road reserves, and natural resource areas.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Operates tractors, ride-on mowers, and horticultural implements to maintain parks, roadsides, fire trails, sports grounds, and open spaces.
- Performs routine and reactive horticultural and landscape maintenance including pruning, planting, mowing, rubbish removal, and weed control.
- Supports infrastructure works such as playground maintenance, landscape projects, and minor road and

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

construction tasks.

- Maintains plant and equipment through daily safety checks, logbook documentation, and safe work practices.
- Assists with traffic control and safety planning through the development of Job Safety Analyses and traffic control plans.
- Completes administrative tasks including timesheets, maintenance logs, and customer service request documentation.
- Engages respectfully with the public and other staff to provide information or assistance in the field as needed.
- Works under general supervision and is accountable to the Parks Coordinator for quality, safety, timeliness, and equipment use.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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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

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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

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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

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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

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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

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- Prioritises daily and weekly tasks to deliver efficient and timely maintenance across multiple sites.
- Selects appropriate tools and techniques to perform tasks safely and effectively within established procedures.
- Escalates issues appropriately when decisions fall outside standard practices or require supervisory input.

## SPECIALIST KNOWLEDGE AND SKILLS

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- Operates tractors, ride-on mowers, and attachments safely and efficiently in public open spaces.
- Applies horticultural knowledge to maintain turf, garden beds, trees, and shrubs to a high standard.
- Assesses work sites for safety and compliance to inform traffic management and job safety documentation.
- Uses digital systems and documentation tools to support record keeping, reporting, and compliance tasks.

## MANAGEMENT SKILLS

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- Manages time and prioritises tasks to meet agreed schedules, deadlines, and team objectives.
- Follows directions and seeks support from supervisors when required to manage workload effectively.
- Applies safe work practices to protect personal safety, colleagues, and the public.
- Maintains professional presentation and hygiene in accordance with uniform and PPE requirements.

## INTERPERSONAL SKILLS

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- Works cooperatively with team members to complete tasks efficiently and maintain a positive team environment.
- Communicates clearly and respectfully with colleagues, supervisors, and members of the public.
- Documents work accurately and consistently using established systems and procedures.
- Maintains confidentiality and professionalism in all interactions and work-related matters.
- Builds cooperative relationships by gaining support and assistance from others to achieve shared goals.

## INFORMATION TECHNOLOGY SKILLS

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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

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- Engages respectfully and courteously with members of the public and internal stakeholders.
- Listens actively and responds professionally to queries, feedback, and requests for assistance.
- Delivers reliable and consistent service by following through on commitments and maintaining work standards.

- Supports inclusive access to services by assisting individuals with physical, sensory, or intellectual disabilities.

#### EMERGENCY MANAGEMENT DUTIES

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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

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- Demonstrated experience in the maintenance and operation of tractors and agricultural/ horticultural implements, including front end loader operation.
- Demonstrated experience in the maintenance and operation of tools and equipment used in the maintenance of public open space.
- Demonstrated experience in a broad range of general gardening / handyperson tasks/activities.
- Experience in operating a ride on mower.
- Experience in operating a kanga /dingo loader or similar.
- First aid certificate Level 2.
- Farm chemical users' certificate.
- Chainsaw operating certificate Level 1
- Gain and Maintain a Forklift License (*desired but not essential*)

#### LICENCES AND MANDATORY REQUIREMENTS

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- Current Drivers License
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Current medium rigid driver's license.
- OH&S General Induction for the construction Industry.
- Pre-employment Functional Assessment

#### EQUAL OPPORTUNITY EMPLOYER

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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

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

#### COGNITIVE JOB DEMANDS

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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


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1. Demonstrated experience in the maintenance and operation of ride on mowers/tractors and other plant and tools used to maintain parks, reserves and open space and garden beds.
2. Ability to work as an effective and efficient member of a team, as well as successfully undertaking tasks individually.
3. Previous experience in horticultural maintenance and activities, including the use and application of chemicals.
4. Knowledge of relevant OHS policies, procedures and legislation and experience in applying OHS principles in a workplace setting.

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.	<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.	<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.	<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	<b>SAFETY AND RISK MANAGEMENT</b>  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"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

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

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

## ATTACHMENT 2

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

### 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.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Lawn maintenance	Maintaining lawns including cutting and edging	<ul style="list-style-type: none"> <li>Safely operate and maintain edger, including changing blades, spark plug, air filter</li> <li>Safely enter / exit and operate tractor mounted / out front mower, wing mower, cylinder mower</li> <li>Sitting for extended periods</li> <li>Walking on uneven surfaces</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Sitting				X
			Standing		X		
			Walking		X		
			Lifting up to 15 kgs		X		
			Carrying			X	
			Pushing			X	
			Pulling			X	
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Gripping			X	
			Fine motor			X	
			Neck postures				X
			Decision making				X
			Simple problem solving				X
Tree and shrub maintenance	The upkeep of existing plantings	<ul style="list-style-type: none"> <li>Safe operation of tractor and loader</li> <li>Safely using rake, shovel, broom, secateurs</li> <li>Walking on uneven ground</li> <li>Repetitive twisting, bending, squatting, kneeling, pushing, pulling</li> <li>Driving company vehicles / plant</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Prioritisation			X	
			Sitting			X	
			Standing				X
			Walking			X	
			Lifting up to 15kgs			X	
			Carrying			X	
			Pushing		X		
			Pulling		X		
			Climbing		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Gripping			X	

			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Spraying	The management of weeds, insecticides, and fungicides	<ul style="list-style-type: none"> <li>Operating truck mounted spray units and boom sprayer</li> <li>Carrying knapsack sprayer up to 20kgs</li> <li>Pushing and pulling spray tank up to 50kgs</li> <li>Pumping hand operated sprayer</li> <li>Walking on uneven ground</li> <li>Traffic control</li> <li>Driving company vehicle / fleet</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting up to 20kgs		X		
			Carrying up to 20kgs			X	
			Pushing			X	
			Pulling			X	
			Bending		X		
			Twisting			X	
			Squatting		X		
			Reaching			X	
			Fine motor			X	
			Neck postures				X
			Decision making		X		
			Problem solving		X		
			Prioritisation			X	
Irrigation	The management of water supply to garden beds and lawns	<ul style="list-style-type: none"> <li>Safely operating handsaw, grinder</li> <li>Safely using shovel</li> <li>Repetitive kneeling, squatting, bending</li> <li>Walking on uneven ground</li> <li>Traffic control</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 15 kgs		X		
			Carrying up to 15kgs		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Hard landscaping	Installation and maintenance of bollards and park benches and tables	<ul style="list-style-type: none"> <li>Safely operating auger</li> <li>Safely using wheelbarrow, crowbar, trowel</li> <li>Using chemicals and oils for staining and oiling of timber</li> <li>Traffic control</li> <li>Working in collaboration within a team</li> </ul>	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 20kgs			X	
			Carrying up to 20 kgs		X		
			Pushing		X		

		<ul style="list-style-type: none"> <li>Operation of electronic tablet for data collection</li> </ul>	Pulling		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Depot operations	The cleaning of shed areas-sweeping, removal of rubbish and old pallets to transfer station, sorting out signs, tidying generally	<ul style="list-style-type: none"> <li>Safely entering and exiting fork lift</li> <li>Safely operating a forklift</li> <li>Safely using brooms, shovels and rakes</li> </ul>	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 15 kgs		X		
			Carrying up to 15kgs		X		
			Pushing		X		
			Pulling		X		
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Fine motor		X		
			Neck postures				X