

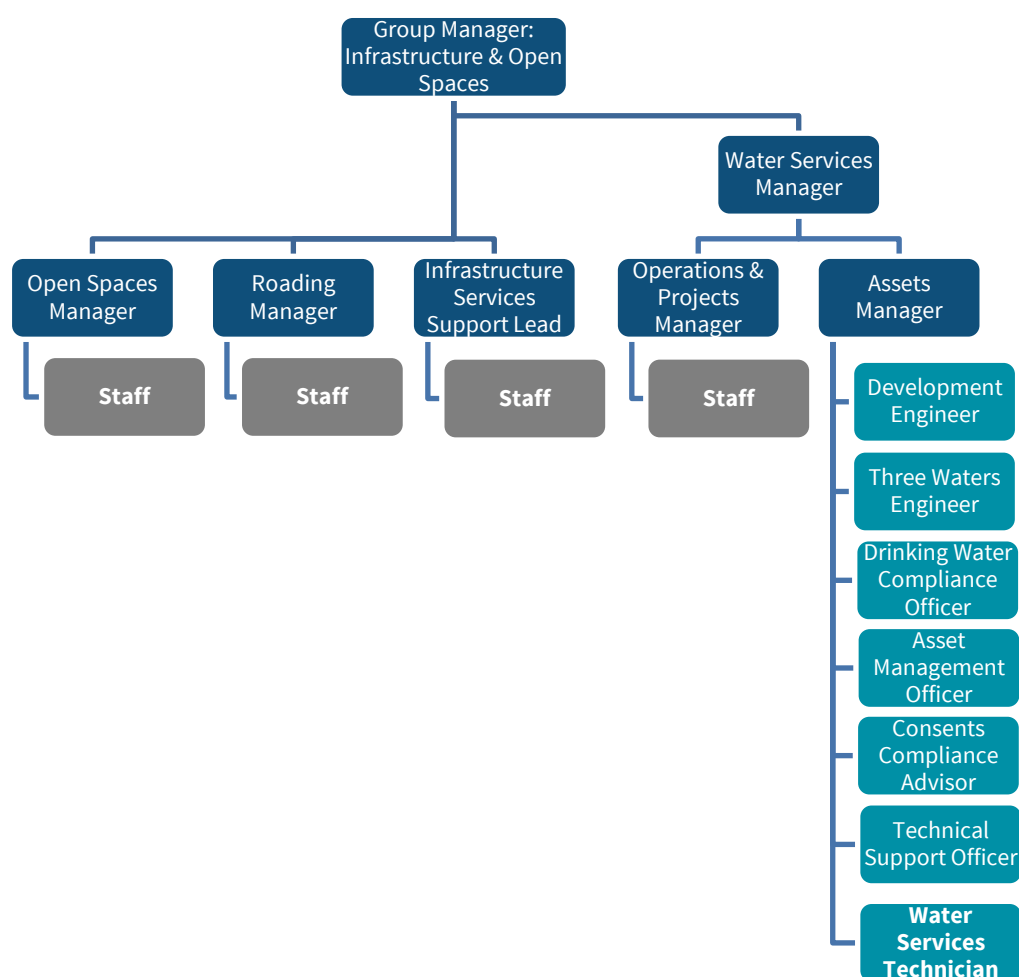
# Position Description

Position Title:	Water Services Technician
Reports To:	Assets Manager
Team:	Assets Team
Group:	Infrastructure & Open Spaces
Employment Type:	Permanent
Date Modified:	March 2025

## Purpose

To assist with a range of administrative and field inspection duties associated with infrastructural assets, including management of new connections to Council’s ‘3 waters’ infrastructure, providing a professional and efficient service to external and internal customers.

## Group Structure



# our Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

# our Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

## Key Accountabilities

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### New Service Application Management

- Administer applications for new connections to Council's water, wastewater and stormwater networks.
- Liaise with and provide guidance to applicants.
- Review applications, assess compliance with Council requirements (in consultation with the Development Engineer), and approve (or decline) applications.
- Administer and oversee the construction phase of new services, by approved contractors and manage instances of substandard works.
- Maintain open communication with other teams of Council to ensure coordination of works where-ever possible.

### Approved Contractor Management – Water Services Endorsement

- Manage applications from Approved Contractors for water services endorsement, including receiving, processing and approving applications (where appropriate).
- Ensure Council's obligations as a PCBU under the Health & Safety at Work Act, are met through careful vetting of supporting documentation and periodic audit of site practices.
- Respond to and manage instances of non-compliance.
- Participate in liaison meetings with approved contractors (six monthly).

### Other

- Coordinate and manage asset repairs identified through ongoing leak detection programme, and report progress status through relevant project team.
- Coordinate and manage the commissioning and vestment of new residential pressure sewer installations in accordance with Council policies and standards.
- Oversee and manage the implementation of the pressure sewer network monitoring system (Iota), including loading of new pump stations following their commissioning.
- Monitor external resource consent notifications and review and evaluate for potential impact on ADC infrastructural assets and interests, and alert management to matters of concern.
- Complete efficient and effective property inspections in order to identify low-lying gully traps and other potential points of entry of stormwater into the Council's wastewater networks as required.
- Oversee the "Before U Dig" automated plan provision service. Periodically review service performance and monitor and report on cost of service.
- Assist with the collection of infrastructural asset information.
- Provision of administrative and field support for new developments, including processing of key certifications, test witnessing, and collation of asset information.
- Assist with the collection of field samples to support environmental monitoring and drinking water compliance programmes.

### Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by your Manager or Group Manager.

## Position Requirements

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

### Personal Qualities

#### Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

#### Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Considers maintaining levels of accuracy of high importance.

#### Relationship Building

- Promotes understanding and compromise through diplomatic handling of conflict.
- Forges useful partnerships with people across business areas, functions and organisations.
- Builds trust through consistent actions, values, communication and minimising surprises.

#### Teamwork

- Cooperates, collaborates and shares information with others in pursuit of team goals.
- Shows consideration, concern and respect for others feelings and ideas while accommodating to their style of working.
- Encourages constructive resolution of conflict within a group.

### Knowledge and Skills

#### Computer Skills

- Able to use and develop skills in common software applications used for word processing, spread sheeting and email.
- Understands the fundamental principles of information management including the importance of saving conventions, securing sensitive documents etc.
- Ability to navigate and use Council's core software application ensuring accuracy and efficiency.

#### Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work.
- Demonstrates a proactive and self-starting approach.
- Sets high standards of performance for self and others, ensuring ownership of actions.

#### Organisational skills

- Sets clearly defined objectives and priorities to ensure goals and deadlines are met.
- Priorities activities and operates accordingly, reviewing and adjusting as required.
- Recognises actual and potential barriers and finds effective ways to deal with them.

#### Problem Solving

- Anticipates potential problems and pre-empts required actions.
- Continually liaises with key stakeholders to ensure full understanding of the issues.
- Evaluates implemented courses of action and makes adjustments as required.

#### Specialist Expertise

- At least three years relevant technical field support experience, preferably in a compliance/engineering environment.