

## POSITION DESCRIPTION

POSITION TITLE	Facilities Maintenance Officer
DIRECTORATE - SECTION	Asset Services – Building Maintenance
LEVEL - EBA	5 - Salaried
RESPONSIBLE TO	Coordinator Building Maintenance

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Support the Facilities Maintenance Team with the delivery of planned maintenance, reactive maintenance and renewal projects required to City facilities and other assets, within budget parameters and in a timely manner.

Proactively undertake a range of related duties that include but are not limited to internal and external stakeholder management, customer service support, facility inspections, database management and other duties as directed.

## KEY RESULT AREAS

### CUSTOMER SERVICE

- Ensuring consistently high standards of customer service is delivered by all contractors engaged to provide services on behalf of the City of Kalamunda.
- Assist in the resolution of customer complaints and queries, including follow up phone requests and inspections.

### OPERATIONAL DUTIES

- Delegate day-to-day maintenance requests / tasks
- Letter and report writing, data entry, budgeting and estimating.
- Provide operational progress reports.
- Assist in developing and maintaining Planned Maintenance Schedule
- Undertake and aid renewal projects where required.
- Provide on-call support on a roster basis.
- Complete building inspections and audits

### ADMINISTRATION

- Procurement - assist in RFT and RFQ specifications, invoicing, requisitions etc.
- Preparation of routine reports as appropriate.
- Update records on the completion of each task.
- Assist in preparing annual budgets - OPEX and CAPEX

### WORKPLACE HEALTH AND SAFETY

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.
- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

## **WORKPLACE COMPETENCY**

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## **TRAINING/QUALIFICATION(S)**

- Relevant trade qualification (preferably carpentry) and/or extensive experience in facility maintenance.
- Current Construction Safety Awareness Card (White card).
- Construction tickets relevant to this position.
- Ability to provide National Police Check

## **ESSENTIAL KNOWLEDGE/SKILLS CRITERIA**

- Knowledge and ability to interpret drawings.
- Well-developed interpersonal and problem-solving skills.
- Sound verbal communication skills.
- Intermediate computer skills i.e., the use of Microsoft applications, databases, and recordkeeping software.
- Demonstrated possession and use of time management skills.
- A minimum of five years' experience in Building Maintenance.
- Working knowledge of Workplace Health and Safety regulations.
- Strong attention to detail.
- Sound knowledge in Planned and Reactive Maintenance practices as well as project management.
- An appetite for introducing new automated building management/ facility management systems, i.e. CCTV, access control systems, intruder alarm systems, etc.

## **PHYSICAL REQUIREMENTS**

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## **DIVERSITY**

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## **DRIVERS LICENCE**

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## **AGILITY**

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Coordinator Building Maintenance

DATE PD REVIEWED/APPROVED: 20 January 2023

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