

POSITION DESCRIPTION

POSITION TITLE	Facilities Maintenance Officer
DIRECTORATE – BUSINESS UNIT	Infrastructure – Waste, Fleet & Facilities
LEVEL - IA	6 - Salaried
RESPONSIBLE TO	Coordinator Facilities Maintenance

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

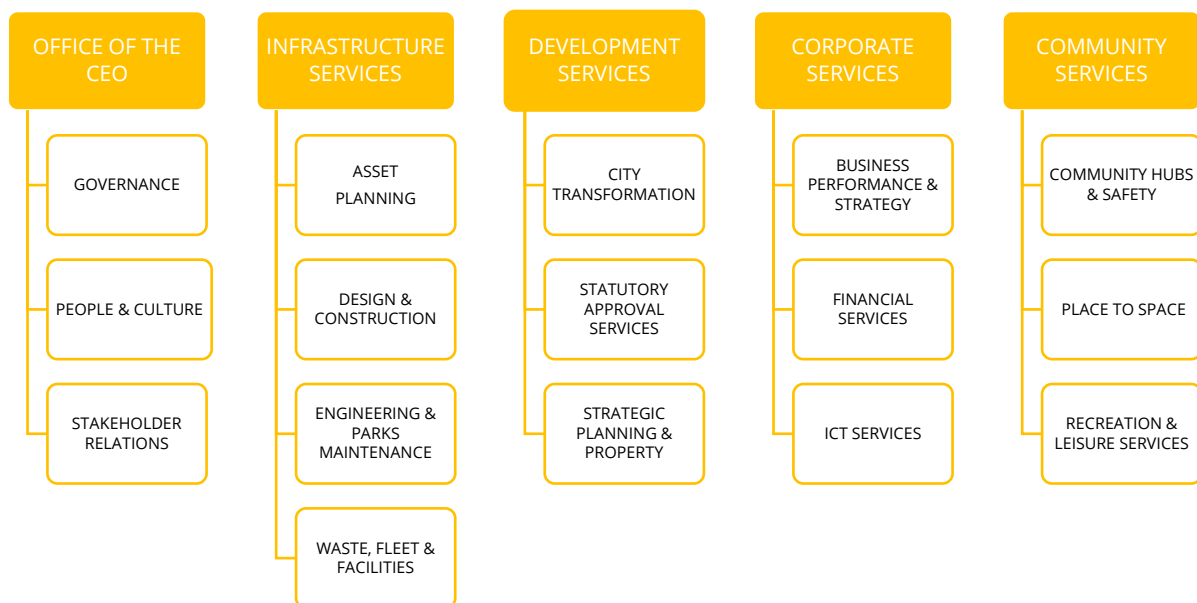
OUR SIMPLE GUIDING PRINCIPLES

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, Field Staff support, 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.
- Contract Administration and Management - ensure tendered works are completed to the specification and pricing stated in the tender.
- Conduct performance reviews and performance management of tendered contractors.
- Plan and organise workflow and provide support and guidance to repair officers.
- Letter and report writing, data entry, budgeting and estimating.
- Provide accurate technical advice to coordinator and internal and external stakeholders.
- Provide operational progress reports.
- Ensure enquiries are responded to in accordance with the Customer Service Charter.
- Assist in developing and maintaining existing Planned Maintenance Schedules.
- Identify needs and assist Coordinator to develop and implement new planned maintenance schedules.
- Identify, plan, project manage and deliver minor Capital works renewal projects.
- Provide on-call support on a roster basis.
- Complete building inspections and audits.

ADMINISTRATION

- Procurement – Prepare RFT and RFQ specifications, participate in tender assessment panels and write tender evaluation reports.
- Follow procurement process to obtain services and materials, approve supplier invoices and use technical knowledge to provide best value for money for the City.
- Assist the Coordinator to prepare and submit contract variations.
- Raise requisitions, approve purchase orders, approve invoices and receipt goods.
- Preparation of routine reports as appropriate.
- Assist in drafting of procedures and processes.
- Update records on the completion of each task.
- Assist in preparing annual budgets - OPEX and CAPEX.

- Monitor spend and support Coordinator to deliver maintenance program within allocated budget.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

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 or diploma qualification (preferably carpentry) and/or extensive experience in facility maintenance.
- Current Construction Safety Awareness Card (White card).
- Construction tickets relevant to this position.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- A minimum of five years' experience in Building Maintenance.
- 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.
- Experience in a relevant supervisory role.
- Experience working within defined budgets.
- Demonstrated possession and use of time management skills.
- Demonstrated understanding of contract management practices
- 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, e.g. CCTV, access control systems, intruder alarm systems, etc.

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.

REVIEWED BY: Coordinator Facilities Maintenance
DATE PD REVIEWED/APPROVED: 28 October 2025
