

## POSITION DESCRIPTION

Position details			
<b>Position</b>	Water Delivery Technician Trainee	<b>Group</b>	Operations
<b>Reports to</b>	Lead – Water Team	<b>Location</b>	Various
<b>Leadership level</b>	N/A	<b>Review date</b>	February 2021
<b>Direct Reports:</b>	Nil	<b>Employment type</b>	Full time hours (shift work) Term Contract
<b>Indirect reports</b>	Nil	<b>Approved by</b>	

Purpose of the role
To develop skills in the operation of MI's water delivery systems, whilst providing reliable delivery of water services that meet customer needs in a safe, compliant and cost-effective manner.

Snapshot
<p>At Murrumbidgee Irrigation, our job is to safely provide the water delivery services our customers want, at a fair price and in the best possible way (i.e. customer commitment).</p> <p>The Water Delivery team is responsible for the smooth operation of our water delivery and drainage services, including water storage management and seasonal supply forecasting. This means safely delivering the right amount of water at the right times without service interruptions.</p> <p>The Water Delivery Technician Trainee is responsible for assisting the Water Delivery team with delivering water to the customer when they need it and in the most efficient way. This includes ensuring that: water deliveries meet customer need timing &amp; flow-rate needs; customers are supported to gain maximum benefits from investments in system modernisation &amp; automation; and, MI maximises water available to customers via minimising water loss associated with delivery activities.</p>

Major Accountabilities	Outcomes
<b>Safety</b>	
<ul style="list-style-type: none"> <li>Drive and support the evolution of a safety-focused culture within MI by ensuring effective, best-practise systems and procedures are in place and consistently followed, and by promoting and reinforcing a strong safety focus</li> </ul>	<ul style="list-style-type: none"> <li>Safety accountability is front of mind in all activities.</li> <li>Contribution to improved workplace safety, consistently employ best-practice WHS methods, and achieve or exceed MI's safety targets</li> </ul>
<b>Values and Behaviours</b>	
<ul style="list-style-type: none"> <li>Support MI values (Teams, Respect, Accountability, Customers, Integrity) in all activities and interactions.</li> </ul>	<ul style="list-style-type: none"> <li>Staff member brings an open and enquiring mind, seeking to learn and grow both personally &amp; professionally.</li> <li>Staff member works collaboratively as part of One-Team MI to achieve business &amp; personal goals.</li> <li>Staff member takes personal accountability for their behaviour and how they interact with other staff, customers &amp; stakeholders – demonstrating a positive and professional attitude in their work.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Staff member demonstrates they are trustworthy and reliable in the delivery of their tasks, whilst seeking advice and support when needed to ensure quality outcomes in a safe way.</li> </ul>
<b>Water Delivery</b>	
<ul style="list-style-type: none"> <li>▪ Support the daily operation of water delivery systems with a focus on efficiency and reduction of costs/water losses</li> </ul>	<ul style="list-style-type: none"> <li>▪ Achieve customer service level requirements with minimal wastage to improve business performance</li> </ul>
<ul style="list-style-type: none"> <li>▪ Monitor and assess the condition of water delivery systems and assets to identify maintenance requirements</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimise or eliminate interruptions to supply caused by preventable system issues</li> </ul>
<ul style="list-style-type: none"> <li>▪ Build the skills to conduct Level 1 maintenance tasks on automated and non-automated water delivery assets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Achieve customer service levels and system efficiencies</li> </ul>
<ul style="list-style-type: none"> <li>▪ Understand and comply with business protocols and industry regulations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliance with irrigation regulations and company policies</li> </ul>
<ul style="list-style-type: none"> <li>▪ Fulfill the requirements for Certificate III in Irrigation Technology, Water Industry Operations or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>▪ Competent and technical/automation skills-based approach to water delivery services</li> </ul>

<b>Skills and Experience</b>	
<b>Essential</b>	
<ul style="list-style-type: none"> <li>▪ Enquiring mind, willingness to learn and grow and contribute in a positive team environment</li> <li>▪ Ability to work independently and in a safe manner.</li> <li>▪ Ability to do moderate levels of physical activity, manual handling and physical tasks.</li> <li>▪ Ability and commitment to work towards obtaining a certified traineeship in Irrigation Technology, Water Industry Operations or equivalent.</li> <li>▪ Intermediate computer skills</li> <li>▪ Swimming certificate – competent to swim 25 metres</li> <li>▪ Current 'C' class motor vehicle licence</li> </ul>	
<b>Desirable</b>	
<ul style="list-style-type: none"> <li>▪ Knowledge of safe work practices</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Higher School Certificate</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Aptitude for technology</li> </ul>	

<b>Decisions expected</b>	<b>Decisions referred/recommended</b>
Safety requirements	Call "stop" to work viewed to be unsafe. Recommend improvements to safety protocols.
Scheduling of daily workload in line with agreed priorities	Recommend changes to priorities to improve customer and business outcomes

<b>Key relationships</b>	
Lead – Water Team	Receive direction; provide information and updates on current work
Senior Coordinator – Water Delivery	Provide information and updates on current work and understanding of business systems and processes
Operations team members	Plan, liaise and provide information
Customers	Inform and assist

## Other information

- The incumbent will work a roster arrangement during the Irrigation Season
- There will be a requirement to undertake travel within and outside the Riverina
- From time to time this position may be reassigned to other tasks, teams, special projects, etc. within skill level, competency and experience, to meet short-term operational needs.