





Aqwest Position Description

Position Title	Scheduling Assistant
Job Level	2/3
Business Area	Water Services
Department	Works Management
Industrial Instrument	Aqwest Enterprise Agreement 2022
Responsible to	Coordinator Works Management
Supervision of	NIL
Primary Location	Water Services Centre, 2 Hayes Street, East Bunbury 6230

Vision

To be an independent, viable, and competitive water utility in the Western Australian water industry.

Values

			
Accountability	Integrity	Respect	Transparency

Position Overview

Provide administrative support to assist works management in the aspect of enabling planned works and scheduling tasks. To act as back up support for customer enquiries regarding Water Services.

Corporate Responsibilities

Workplace Health & Safety	<p>The employee shall take reasonable care:</p> <ul style="list-style-type: none"> a) To ensure his or her own safety and health at work; and b) To avoid adversely affecting the safety and health of any other person through any act or omission at work. <p>The employee shall:</p> <ul style="list-style-type: none"> a) Comply with all Aqwest policies and procedures; and b) Wear and maintain in suitable condition all personal protective clothing and equipment provided by Aqwest.
Ethical Behaviours	<p>All employees are responsible for adhering to Aqwest's Code of Conduct and the policies and procedures.</p> <p>Participate in activities relevant to the control of fraud and corruption.</p>
Risk Management	<p>Identify and report risks and incidents inherent to duties (or otherwise discovered), utilise risk control measures provided for these risks and suggest improvements in risk control methods.</p>
Records Compliance Statement	<p>Aqwest staff are legally obliged to follow Aqwest's procedures in accordance with Aqwest's Record Keeping Plan and the State Records Act 2000.</p>
Financial Management	<p>The employee must incur or certify within budget and purchasing authority</p>

Compliance	limits in accordance with Aqwest Policies and Financial Management Procedures. i.e. issuing of orders for various items up to agreed levels in relation to the objectives of the position and the projects for which the position is responsible.
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Key Responsibilities

- Provide administrative support to assist works management in contractor aspects of planned internal maintenance works and projects as directed by the Coordinator Works Management.
- External stakeholder liaison.
- Maintaining and updating work orders within the scheduling system in consultation with Works Management team and other stakeholders.
- Provide quality control on scopes and quotations.
- Assisting in the preparation of projects and planned works, including organising traffic management, permits and other supporting works.
- Assist in processing customer applications including providing estimations, contacting customers, record keeping and initiating work orders.
- Assist in the streamlining of customer service logistics.
- Be proactive in identifying opportunities to improve customer service.
- Maintaining information within the Aqwest Asset Management System (Authority).
- Create, update, dispatch and close work orders for network faults or as directed.
- Assist in data entry for the works management team as required.
- Assist in the resolution of customer complaints or general enquiries.
- Other administrative tasks required to support the Works Management Team.

The duties contained in this Position Description are to be used as a guide for the position.

Qualifications/Certificates/Licences

- C Class Driver's Licence
- Apply First Aid and CPR

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

Essential

- Commitment to customer service excellence.
- Ability to work with limited supervision.
- Demonstrated verbal and written communication skills.
- Demonstrated ability to organise and prioritise work.
- Detailed knowledge of the Microsoft Office suite of programs.

Desirable

- Working knowledge of water supply activities or similar.
- Knowledge of computerised maintenance management systems.
- Experience in estimating and quoting.