



POSITION DESCRIPTION

Rapid Response Officer

Incumbent:	Vacant
Department:	Infrastructure
Reports to:	Waste & Rapid Response Supervisor
Employment Status:	Fulltime
Award Classification:	Band 3
Prepared by:	Human Resources Lead
Approved by:	Chief Executive Officer

Position Summary

The Rapid Response Officer will provide high quality community support, crisis response and general maintenance services to Council owned/leased buildings, facilities and amenities across the municipality.

The primary role of the Rapid Response Officer is ensuring a high level of satisfaction and enjoyment of amenities for the public and visitors alike.

Key Responsibilities

- Undertake a broad range of tasks associated with the maintenance of Council buildings, facilities, and public amenities.
- Respond to Customer and After-Hours requests.
- Work cooperatively with On-Call staff to deal with emerging issues across the municipality.
- Work with minimal supervision to carry out a broad range of infrastructure related tasks.
- Report equipment failure, maintenance requirements, damage, and security issues.
- Use cleaning products and chemicals in accordance with Safety Data Sheets (SDS).
- Report all safety incidents as per Council's policies and procedures.
- Attend to the arming of security systems where required ensuring that facilities are restricted to the public outside working hours and after functions.
- Provide customer service to and assist community members as required.
- Represent Council in a positive and professional manner.
- Undertake the administrative functions associated with the role.
- Maintain regular attendance and actively participate in performance review, feedback, coaching and development discussions to support accountability, continuous improvement and the achievement of role expectations.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.

Accountability & Extent of Authority

- Accountable for the provision of a clean and safe environment for colleagues, visitors, customers, and the community.
- Accountable for providing general maintenance to Council owned or maintained building and facilities as required.



Ararat Rural City

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- Responsible for providing efficient and courteous service to customers at all times.

Judgement & Decision Making

- The freedom to act is governed by clearly defined procedures, policies and practices of operation as established by Ararat Rural City Council.
- Ability to resolve minor problems that relate to an immediate task and complete related administrative tasks.
- Guidance and advice are always available.

Specialist Knowledge & Skills

- An eye for detail and being proactive.
- Knowledge and experience across a broad range of building maintenance, cleaning and amenities, road construction, drainage, and gardening situations.
- Self-motivation and the ability to identify and complete needed tasks without direct supervision.

Management Skills

- The ability to complete duties in an efficient and effective manner.
- The ability to mentor other staff members and provide on the job training.
- The ability to record data.

Interpersonal Skills

- Good communication and time management skills.
- Effective customer service skills.
- Ability to gain cooperation and assistance from other employees.

Qualifications & Experience

- Knowledge of commercial cleaning, building, road work and horticulture practices, including methods, equipment, materials, and chemicals.
- Demonstrated ability to be self-motivated, perform duties in a reliable and enthusiastic manner, working as an individual and in a team environment.
- Demonstrated commitment to providing a high level of customer service.
- Current Victorian driver's licence

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the HR Lead		
Approved by the CEO		