

A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

Scheduler - Buildings and Facilities

Division	Projects and Asset Services	Department	Building and Facilities Operations
Reports To	Operations Support Officer	Direct Reports	Nil

Position Purpose

To provide centralised maintenance scheduling and integrated defects management. Undertake business performance reporting to assist in the operational delivery of optimised work planning.

Key Responsibilities and Outcomes

Operational

- Undertake the efficient and effective operational triaging of customer work requests, deferred maintenance tasks and building inspections, delivered by the Building and Facilities Operations teams.
- Undertake the configuration and running of monthly reports detailing maintenance response, delivery, and completion times for measurement of Key Performance Indicators (KPIs).
- Work with the Defects Management Officer, to package and schedule work in a manner that provides best value to Council.
- Produce regular reports on service level performance, to support continuous improvement of services delivered by the branch.
- Maintain positive working relationships as a departmental point of contact ensuring timely responses to customer service requests and interdepartmental requests for services and information.
- Contribute towards the development and ongoing improvement of business intelligence and data management systems.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

Decision Making

Budget - N/A



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Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Proficiency with, or the aptitude to build proficiency with Microsoft Office suite of programs and the ability to develop proficiency with council's computerised maintenance management software (CMMS).
- Demonstrated time management skills required for effectively managing conflicting priorities and deadlines.
- Demonstrated numeracy and written communication skills required to undertake administrative duties necessary for the role.
- Developed relationship skills with the ability to communicate effectively with staff and contractors, working in a team delivering outstanding customer service.

Qualifications

- Current C class driver's licence.

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.