

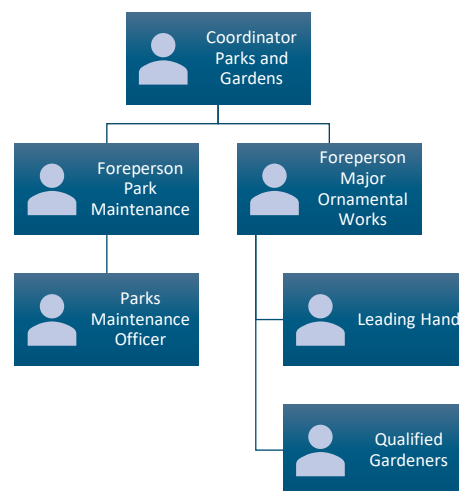
PARKS MAINTENANCE OFFICER

Position Number:	Various
Banding/Remuneration:	Band 3
Division/Branch:	City Services / Horticulture Services
Reports To:	Foreperson Parks Maintenance
Date Approved:	November 2023

Position Objectives:

To provide an excellent standard of horticultural maintenance in highly maintained parks, gardens, ornamental areas and other prominent locations for The City of Monash that is measured against service level standards.

Team Structure:



Key Responsibility Areas:

Service Standards

- Understand and provide service standards consistent with established practices and programs
- Maintain a range of parks using sound horticultural skills including but not inclusive to grass maintenance, garden bed maintenance, tree care, irrigation maintenance, path maintenance, tree planting, water features and pest and disease control
- Be accountable for the quality, quantity and timeliness of work within constraints of available resources for the care of assets
- Contribute to maintaining and improving productivity
- Support continuous improvement, Quality Assurance, and other ongoing change processes through implementation and recommendations for improvement
- Requirement to be flexible and adaptable while completing all related horticultural tasks as directed by supervisor

Working to agreed targets in a team environment

- Planning and maintaining weekly maintenance programs
- As required, oversee and co-ordinate others (i.e contract staff, apprentice) in similar related work
- Provide trade guidance and assistance as part of a work team
- Demonstrate problem-solving skills to achieve personal and teamwork targets.

Recording and Reporting

- Ensure that any problems that arise are promptly reported to your supervisor
- Record and perform work in the required Council approved format in a timely manner including but not inclusive to daily works, herbicide and insecticide application, innovations and initiatives.
- Record and report wider problems or issues observed

Occupational Health and Safety

- Maintain daily operator safety checks of plant and equipment under your control, promptly report faults to supervisor and Fleet Services
- Ensure that all safety equipment and procedures are carried out in the performance of your duties
- Ensure that all staff under your supervision are aware of and follow all safety procedures in performance of their duties.

Customer Service and Presentation

- Ability to discuss work procedures and practices with the public and other employees
- Maintain a high level of customer service in a manner consistent with Council's policies and procedures
- Maintain corporate standards of dress appropriate for the position check.

Accountability and Extent of Authority:

- Accountable for quality and quantity of work performed within the constraints of available resources and timeframes
- Decisions impacting on the delivering of the service where resources are not provided that are normally of a non-routine nature are to be referred to the supervisor
- Supervise other staff as required to perform maintenance activities where specialised qualification, skills and experience are of benefit to perform maintenance tasks
- Ongoing communication with the supervisor to ensure an agreed approach to achieve established performance standards

Judgement and Decision Making:

- Determine and perform the appropriate maintenance operations consistent with qualifications and experience to solve problems that meet service level standards
- Make recommendations to all aspects related to the operational needs for the position, which would improve work efficiency
- Prioritise and carry out work within the parameters of routine work programs to meet required service level standards
- Carry out site analysis to determine to best method and order of task completion to suit site conditions.

Specialist Knowledge and Skills:

- Proficiency in the operation of more complex equipment or knowledge of the use of plant which requires the exercise of judgement and adaptation such as ride-on mowers, trucks, tractors, spay vehicles, pesticide applicators, boom sprayers and machinery, chain saws, hedge trimmers, brush cutters, blowers and edging machines and their basic routine maintenance
- A solid understanding of the principals of garden maintenance techniques and cultural practices
- Commitment to keep informed of new approaches and equipment in the Horticultural Industry and other aspects relating to this position
- Actively participate within the organisation to further long-term goals of the Horticulture team.
- Worksite traffic management and control procedures
- Understanding of quality control techniques
- Good plant identification knowledge and beneficial cultural practices and sound horticultural practices
- Safe use of pesticides and a sound knowledge of their application and target pest
- Understanding of irrigation systems, their operation, maintenance and repair
- Awareness of water efficiency and water efficiency application techniques
- Proficiency in the use of hand tools. In relation to tree care competent skills consistent with AS 4373 Pruning of amenity trees
- Knowledge of plant/turf nutritional needs and practices to promote healthy growth
- Ability to efficiently carry out work and maintain quality standards
- Can adapt to competently perform other horticultural related activities
- Application of traffic management and control procedures for worksite maintenance activities in accordance with road traffic and signage laws.

Management Skills:

- Skills in managing time, setting priorities, planning and organising one's own work
- Skills in oral and written communication with customers, other employees and in the resolution of minor problems
- Able to provide employees under their supervision or within a workgroup where joint outcomes are required with on-the-job training and guidance
- Awareness of Council's human resources management policies
- Understand and work within routine maintenance schedules to achieve target performance standards.

Interpersonal Skills:

- Ability to gain co-operation and assistance from customers and other employees
- Ability to discuss and resolve problems internally and externally of a minor nature
- Provide oral and written reports relating to maintenance activities and other problem reports not directly impacting on your work to the supervisor.

Qualifications and Experience:

- Minimum gardening trade certificate or equivalent to Certificate III in Horticulture or related discipline

- Farm Chemical Users Certificate or equivalent
- Plant knowledge, identification skills and experience in maintaining plants in open space landscapes
- Experience in the use of parks and gardens maintenance machinery
- Roadside Traffic Management training or an ability follow instructions prior to completion of a recognised industry course
- Current Manual Medium Rigid Victorian driver's licence or willingness to attain within 3 months of commencement

Key Selection Criteria:

- Qualifications and Experience
- Job Knowledge
- Dealing with customers
- Effective communication
- Business understanding
- Decision making
- Achieving team goals

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:


- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.



Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.