

# Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



<b>POSITION TITLE:</b>	<b>Tree Data Controller</b>
<b>POSITION NUMBER:</b>	1206
<b>DIVISION:</b>	City Services
<b>DEPARTMENT:</b>	Parks & Gardens
<b>CLASSIFICATION:</b>	Band 5
<b>REPORTS TO:</b>	Coordinator Tree Management
<b>DIRECTLY MANAGES:</b>	Temp staff for data entry.
<b>INTERNAL LIAISONS:</b>	Employees at all levels of the organisation, particularly within the Parks & Gardens Department, Enterprise Risk Unit, Asset Management and IT and GIS Units.
<b>EXTERNAL LIAISONS:</b>	Ratepayers and businesses, community representatives, consultants and contractors, advisory groups and industry networks, relevant government stakeholders
<b>DATE:</b>	April 2021

## POSITION OBJECTIVES:

To provide a control function for data created in the completion of various Tree Management Inspection and Maintenance Programs.

Document management of customer requests for service and internal work orders.

To provide administrative, technical, computing and customer service assistance to the Tree Management Unit.

## POSITION RESPONSIBILITIES:

### Key Responsibilities:

1. Control the data generated by the tree inspection program and tree uplifting program to ensure inspections are accurately recorded on ARCGIS. Manage tree risk zones and risk categories on SIS and ARCGIS. Production and monitoring of works orders from iPaq's.
2. Assist with the development of the Tree Asset database and Maintenance Management System and manage the collection of tree asset data.
3. Control and edit tree asset data to create reports, graphs and GIS maps. Liaise with Maintenance Officer & Supervisors to create works programs and schedules.
4. Document management of customer requests for service including prioritisation and allocation of works to appropriate supervisors. Monitor and report on RFS status.
5. Manage the Overhanging Foliage process. Maintain accurate records on RFS's. Issue Notices to comply to customers. Facilitate follow up inspections to verify compliance.
6. The effective use of computer software including Pathways, Weave, ARCGIS, Dataworks, Maintenance management System, Word & Excel. Provide computer assistance to Tree Management Unit staff.

7. Supervise temporary staff to input data into Council's Tree Asset Database.
8. Provide customer service and administrative support to Maintenance Officer and Supervisors.
9. Adhere to all Council's policies and procedures relevant to this position.
10. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

**Values:**

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

**Risk Management and Occupational Health & Safety Responsibilities:**

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

**KEY SELECTION CRITERIA:****Essential:**

1. A high level of understanding in relation to the management and development of Spatial Information Systems and Databases
2. Experience in the use of GIS software, Asset Management and Document Management systems.
3. Ability to produce reports from data within ARCGIS and the Tree Asset Database.
4. Proficient and accurate use of a wide range of corporate software.
5. Demonstrated organisational skills with capacity to work efficiently with limited supervision.
6. A very high level of communication skills, both written and oral.
7. Demonstrated experience with providing a high level of customer service.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.
- Accountable for the validity and accuracy of data entered into the ArcGIS system and the Tree Asset Database.
- Accountable for controlling the preparation, prioritisation and allocation of requests for service and work orders.
- Responsible for organising overhanging foliage inspections and authorised to issue Notices to Comply.
- Accountable for monitoring and reporting on the status of Requests for Service and Works Orders.
- Responsible for the supervision of temp staff engaged for data entry.
- This position has clear objectives and reporting mechanisms are in place to ensure adherence to goals and objectives.

**JUDGEMENT AND DECISION MAKING:**

- Make technical decisions regarding the development of the Tree Asset database and the Maintenance Management System.
- Use judgement in prioritising and allocating Requests for Service.
- Use judgement in the management of the Overhanging Foliage process.
- Demonstrate judgement in the day to day supervision of staff.
- Guidance and counsel may be available within the timeframe available to make a choice.

**SPECIALIST SKILLS AND KNOWLEDGE:**

- Knowledge of asset management software applications.
- Skills with ArcGIS applications and Pathways RFS.
- Ability to analyse, comprehend and manipulate data.
- High skill level in the use of personal computers including Excel, word processing, and other software, and the ability to learn new software.
- Understanding of the role and function of the Maintenance Officer and Supervisors and an understanding of the long term goals of the unit in which they work, and an appreciation of the long term goals of the wider organisation.
- Ability to provide direction, leadership and on-the-job training to supervised employees.
- A high level of knowledge and understanding of ArcGIS software with the ability to create and manipulate spatially recorded data.
- 3 years supervisory experience.
- Experience in the development of database applications.
- Knowledge of Council's Local Laws pertaining to private overhanging foliage.

**MANAGEMENT SKILLS:**

- Ability to provide supervision, leadership and on the job training to temp staff.
- Ability to manage time and prioritise works.
- Ability to respond positively to change.
- Flexible approach to problem solving.

**INTERPERSONAL SKILLS:**

- Demonstrate excellence in customer service.
- Effectively build relationships with both internal and external customers.
- Display a professional attitude at all times.
- Ability to demonstrate Integrity, Responsibility, Innovation and Respect in all aspects of the position.