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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| Lead Operator – Silvan Team or Winneke Team | None. | |
| **THIS ROLE EXISTS TO: (PURPOSE)** | | |
| The function of the Water Supply Operator is to manage day-to-day and emergency operations of Melbourne Water’s water supply assets. These assets include; storage and service reservoirs, treatment plants, pumping stations, transfer mains, pressure reducing valves and hydro generation facilities. This involves practical hands-on operational duties, and the use of several IT systems including remote monitoring & system control. | | |
| **Key accountabilities:** | | |
| **WATER TRANSFER**   * Inspect, monitor and operate hydraulic assets within the team’s area. * Respond to alarms or emergencies and initiate incident management procedures. * Inspect, monitor, and operate hydro generation facilities. * Ensure environmental flow requirements are achieved.   **WATER TREATMENT**   * Inspect, monitor and operate water treatment facilities. Identify potential problems and take action to ensure optimum performance. * Inspect, monitor and operate filtration, disinfection, pH correction and fluoridation according to HACCP plans and legislative requirements. This includes use of online and mobile systems such as SCADA. * Conduct water quality sampling and testing, process analysis to determine optimum chemical dosing ranges and to challenge test online instrumentation. * Order and receive chemicals. * Ensure site compliance with Dangerous Goods Work Safe requirements, regulations and other legislative requirements. * Respond promptly to all alarms or emergencies and initiate incident management procedures when needed.   **ASSET SURVEILLANCE AND MAINTENANCE**   * Complete scheduled surveillance of assets including reservoir dam walls, rain gauges, evaporation testing, and monitoring of leakage points. Complete surveillance log sheets. * Record and report reservoir levels and weather readings. * Initiate and follow up Work Orders as required. * Issue permits to work and isolate/de-isolate plant equipment as required. * Induct contractors and other personnel to site * Participate in chemical, asset, environmental, hazard, OH&S and building assessment audits as required. * Contribute in Asset Maintenance activities and working groups | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| **Safety**: Assist with team to deliver Safety Management Plan actions, and display a personal commitment to safety. | | * Demonstrate your personal commitment to safety. Address team safety management plan actions, and adhering to all Safety procedures. Safe issue of Work Permits and relevant isolations/de-isolations. * Report and respond appropriately to all safety incidents |
| **Operational Decisions:** Monitor &Operate the assets whilst complying with various procedures (HACCP, EMS, and others), in order to provide safe drinking water to our retail customers. | | * Maintain an understanding of the appropriate procedures, and operate the assets accordingly * Continually improve plant performance |
| **Reporting:** Reporting of various operational requirements (process excursions, incidents, safety related reporting). | | * All reporting to be carried out in the appropriate timeframes. |
| **Customer Service:** Engaging with customers and our internal service provider in a professional manner. | | * All interactions to be carried out in a positive and professional manner. |

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| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| * Certificate III or higher in Water/Wastewater Industry Operations or appropriate trade background with mechanical/electrical aptitude is highly desirable * Experience with water/wastewater treatment processes * Ability to take accurate numerical readings and measurements. * Ability to write clear incident reports and complete log sheets. * Competent in the use of computer applications, such as Word, Excel and Email. * Experience in using other internal computer applications such as SCADA (either through Melbourne Water or a similar organisation). * Demonstrated ability to work in a systematic, well-organised way to complete tasks according to established procedures. * Demonstrated ability to interact in a positive and professional way with people from within Melbourne Water and outside it. * Demonstrated ability to solve problems. * Willingness to pursue further studies relevant to Water Industry Operations. |
| **KEY RELATIONSHIPS:** |
| All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.  **Internal**   * Water Supply Operations * Water Control Centre * Asset Management * M&E Maintenance * Civil Maintenance * People and Safety Teams   **External**   * Retail Water Companies * WorkSafe * Power Companies * Parks Victoria * Emergency Services (CFA, VicPol, Ambulance) |
| **SALARY RANGE:** |
| * EA level 5 dependent on experience |
| **OTHER COMMENTS:** |
| This role requires the following:   * Pre-employment Health Assessment * Criminal Records Check * Victorian Driver’s License * No medical history of allergies to chemicals   -----------------------------------------------------  Location: Stonyford Rd Silvan or Winneke Treatment Plant Sugarloaf Reservoir.  This role will be required to participate in an after-hours on call roster. |