

Position Title	Civil Maintenance Officer
Directorate	City Futures
Department	City Works
Team	Civil Maintenance
Classification/Band	Band 3 (Physical)
Month/Year	September 2025
Reports to:	Civil Maintenance Foreperson
Supervises:	N/A
Internal Liaison:	Team Leader Civil Maintenance, Civil Maintenance planning Coordinator, Civil Maintenance Inspectors, Infrastructure and Utilities Contracts Coordinator, other Operation Centre staff – Daily
External Liaison:	Customers as required

Position Objectives

Your primary purpose in this position is to:

- Maintain the City by undertaking labouring duties and operating Civil Maintenance plant and equipment and undertaking a range of associated tasks in a safe, efficient, and courteous manner.
- Supervise and/or assist in the training of other Civil Maintenance Officers or Agency staff as required.

Key Selection Criteria

- Demonstrated experience in maintenance practices related to Civil Infrastructure, preferably Roads and Drainage construction and maintenance.
- Demonstrated ability to operate a variety of more complex plant and equipment in a safe and efficient manner including undertaking routine daily maintenance of the plant and equipment.
- Demonstrated ability to work both independently and in a team environment, actively participating as a team member to achieve team goals.

Key Selection Criteria

In addition to the 'Qualifications and Experience' section below, you demonstrate the below experience and skills:

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check (Employee Check)
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence, Victorian Heavy Rigid Drivers Licence
- ☒ ongoing First Aid (Level 2) Certificate
- ☒ ongoing Cardiopulmonary Resuscitation (CPR)
- ☒ OHS Induction Construction (White Card), Current Traffic Control ticket, preferably combined with Spotter's ticket

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Operational	• Operating specialised items of plant and equipment and undertaking labouring duties as and when required: ○ in a safe and efficient manner to the standard required, ○ ensuring all work is carried out to the standard specified by Council, ○ complying with safe work practices, policies, and procedures relevant to the tasks / duties being carried out; and ○ resolving routine problems relating to assigned tasks • Working both independently and in a team environment, actively participating as a team member of the Department to ensure a cohesive approach to achieving team goals and corporate objectives. • The care and maintenance of allocated plant and equipment in accordance with Council's procedures, • Providing guidance and on-the-job training to other employees as required, supporting each other in a team environment and recognising individual and team achievements.
Individual	• Promoting a positive image of the Council through high standards of personal presentation and the provision of services and advice in a courteous and efficient manner, at all times maintaining the strictest confidentiality regarding ratepayers, customers, and employees • Maintaining records and providing information as required including the use of digital Works Management system on portable devices. • Undertaking further training and Emergency Management duties as required, meeting the challenges of change as it occurs within the organisation.
First Aid Activities	• Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are found on The Source > [Capability Framework | Greater Dandenong Council](#)

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.

	- Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. - Participate in health and safety training programs and initiatives.
Child Safety	- Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures - Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. - Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times - Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. - Perform other duties as directed within the limits of acquired skills, knowledge, and training. - At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. - At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Working out of standard business hours

- ☒ Not required.
- ☐ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to 'Working out of hours' under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		☐	☐	☒	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Team based work – works in a team of people and not exposed to isolation		☐	☒	☐	☐
Communicating with others – Verbally		☐	☐	☒	☐
Communicating with others - Written		☒	☐	☐	☐
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☒	☐	☐
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☒	☐	☐
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☒	☐	☐
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☒	☐	☐
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☒	☐	☐
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☒	☐	☐
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		☐	☒	☐	☐
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☒	☐	☐

Physical Requirements

- ☒ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).
- ☒ This position requires a vision test
- ☒ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☐	☒
Walking – In an upright position, moving more than 3 steps		☐	☒	☐	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☐	☐	☐	☒
Kneeling – To lower the body		☐	☐	☐	☒
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☐	☐	☐	☒
Reaching – Extending arms out in any direction		☐	☐	☐	☒
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☐	☒	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☐	☐	☐	☒
Writing/typing		☐	☒	☐	☐
Climb ladders		☐	☐	☒	☐
Climb or descend stairs		☐	☐	☒	☐
Low level work – Performing manual handling actions at or near ground level		☐	☐	☐	☒
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☐	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☐	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☐	☐	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☐	☐	☒
5.1 – 10kg		☐	☐	☐	☒
10.1 – 15kg		☐	☐	☐	☒
15.1 – 20kg		☐	☐	☒	☐
Lift floor to hip		☐	☐	☒	☐
Lift waist to shoulder		☐	☐	☐	☒
Lift overhead		☐	☐	☒	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Pushing/pulling		☐	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Employees perform work under general supervision.
- Will have contact with the public or other employees which involves explanations of specific procedures and practices.
- May be required to supervise and coordinate others in similar or related work.
- Are accountable for the quality, quantity and timeliness of their own work in so far as available resources permit, and for the care of assets entrusted to them.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Require personal judgement. The nature of work is usually specialised with procedures well understood and clearly documented.
- The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Require proficiency in the operation of more complex equipment or knowledge of the use of plant which requires the exercise of judgement or adaption.
- Indicative but not exclusive of the skills required of an employee in this Band include:
 - Understanding and application of quality control techniques.
 - Performance of trades and non-trade tasks incidental to the work.
 - Provision of trade guidance and assistance as part of a work team.
 - Provision of formal training programmes in conjunction with supervisors and trainers.
 - Supervisory skills.
 - Safe and competent operation of Heavy Mechanical Plant.
 - Safe and competent driving of Vehicles over 13.9 tonnes GCM to 22.4 tonnes GCM (Level 3A only) exceeding 22.4 tonnes GCM (Level 3B only).
 - Provision of Personal Care to service users who are both physically unable to undertake the tasks themselves nor make the decisions about the care they need

Management & Interpersonal skills

The essential position requirements include:

- At the "work face", others involve first line supervision of employees at the "work face".
- Must be able to provide employees under their supervision with on-the-job training and guidance. Must also have a basic knowledge of personnel practices
- Require skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			