

POSITION DESCRIPTION

Position Number:	TMBAM3
Position Title:	Team Member – Building and Asset Maintenance
Division:	City Infrastructure
Classification:	Grade 5 Year 1 - Grade 5 Year 3
Status:	Full-Time Permanent
Hours:	76 Hours Per Fortnight
Reports To:	Coordinator – Building and Asset Maintenance



Position Objectives



The Team Member – Building and Asset Maintenance plays a crucial role in maintaining the City of Mount Gambier buildings and structures. This position collaborates with contractors to preserve organisational assets and ensures rapid response to minor maintenance needs. Some of the key requirements of this role will be focused on maintenance and improvement on the following classes:

- Asset Maintenance
- Structures and Shelters
- Street Furniture
- Signage
- Rapid Response
- Bus stops and Streetscapes

Key Result Areas

1. Maintenance of Buildings and Structures
2. Contractors and Customer Service
3. Rapid Response
4. Work Health and Safety

Void without CEO approval:

REVIEWED: Manager/Supervisor		04/12/2025
REVIEWED: General Manager		08/12/2025
APPROVED: Chief Executive Officer		11/12/2025



Key Duties & Responsibilities

1. Maintenance of buildings and structures

- Perform scheduled maintenance, repairs, and alterations on City of Mount Gambier buildings and structures in collaboration with a small work crew.
- Conduct routine inspections to identify maintenance needs and promptly address issues to ensure optimal functionality.
- Assist in the implementation of preventative maintenance measures to extend the lifespan of organisational buildings and structures.
- Ensure compliance with maintenance standards, adhering to safety protocols and relevant building codes.
- Utilise technical knowledge and skills to troubleshoot and resolve complex maintenance issues efficiently.
- Maintain accurate records of maintenance activities, including work completed and materials utilised.
- Contribute to the development and implementation of maintenance strategies and plans for long-term asset preservation.
- Participate in meetings, training sessions, and workshops to stay updated on industry trends and best practices.
- Collaborate with cross-functional teams to support organisational projects and initiatives as required.
- Conduct regular evaluations of maintenance procedures and recommend improvements for increased efficiency.
- Provide support and guidance to junior team members, sharing knowledge and expertise for skill development.

2. Contractors and Customer Service

- Oversee and facilitate effective communication between contractors and stakeholders to ensure seamless project execution.
- Provide exceptional customer service, engaging with stakeholders to address queries and concerns in a professional and timely manner.
- Collaborate with contractors, ensuring adherence to Council's procurement policies and procedures.
- Coordinate induction processes for contractors working on Council sites, ensuring awareness of safety protocols and guidelines.
- Monitor contractor performance regularly, addressing any deviations from agreed-upon standards promptly.
- Respond promptly to customer service requests (CRM's), ensuring completion within designated timeframes.

3. Rapid Response



- Work closely with the coordinator – Building and Asset Maintenance to handle maintenance tasks that exceed the Rapid Response Unit's capacity or complexity.
- Prioritise and respond swiftly to urgent requests and complaints, deploying immediate remedial measures to guarantee area safety.
- Collaborate with team members to develop and implement rapid response plans for various maintenance scenarios.
- Document and report all rapid response activities, outlining actions taken and recommendations for permanent solutions.
- Maintain a readiness to respond to unforeseen maintenance emergencies, ensuring readiness and efficiency in execution.
- Coordinate with external agencies or emergency services, if required, to address urgent issues
- Attend to urgent requests and complaints quickly (within 20 minutes of receipt) and undertake remedial work to ensure the area is made safe until a more permanent solution can be undertaken

4. Work Health and Safety

- Responsible for and actively involved in, identifying, and managing risks and hazards in day to day activities and operations.
- Exercise appropriate care and responsibility to ensure your actions do not endanger others in the workplace within the organisation and the public.
- Take responsibility for your own health, safety, and fitness at work.
- Actively participate in the organisations continuous safety improvement programs.
- Abide by the organisations "Safety Always" culture by being actively involved in safety reporting processes.

5. Other Duties

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the Local Government Employees Award classification criteria and which the incumbent has the necessary professional and technical skills.

6. Adhere to City of Mount Gambier General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of City of Mount Gambier's Staff Members.



- Demonstrate and uphold the organisation's Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation's customer service charter.



Key Competencies & Selection Criteria

Inherent Essential License

- A satisfactory pre-employment medical examination
- Current Satisfactory National Police Certificate
- Current Satisfactory Working with Children Check (WWCC)
- Current and valid Driver's Licence – (minimum of an MR Licence) or willing to obtain
- Current and valid Forklift Licence (or willing to obtain)
- Current and valid White Card (or willing to obtain)
- High Risk Work Licence – Elevated Work Platform (or willing to obtain)

Essential

- Proven track record in building maintenance, facilities or asset management.
- In-depth knowledge of building systems, including HVAC, plumbing, electrical, and mechanical systems.
- Demonstrated hands-on experience in executing diverse building maintenance tasks, such as minor repairs, installations, and alterations within a maintenance crew or similar capacity
- Experience in procurement and contractor management especially when dealing with multiple complex sites to deliver optimum performance and efficiency.
- Proficiency in using an extensive array of tools and equipment, including both hand-operated and power tools used in carpentry, plumbing, electrical work, and general building maintenance.
- Ability to interpret technical manuals and operate equipment safely and effectively
- Familiarity with construction principles, repair techniques, and preventive maintenance methodologies applied to various building systems
- Demonstrate self-motivation and the capability to effectively accomplish assigned tasks to a high standard within designated deadlines.
- Understanding of the application of continuous improvement principles to ensure increased efficiency and productivity of operations.
- Experience in applying risk management and work health safety principles within an operational environment.
- Strong analytical skills, attention to detail, and ability to prioritise tasks effectively.
- Excellent communication and interpersonal skills to interact with diverse stakeholders.
- Ability to work independently, problem-solve, and make sound decisions under pressure.
- Basic use of computers, tablets or smart phones.

Desirable

- Formal qualification (or willing to obtain) in Engineering, Facilities Management, or a related field, or equivalent work experience in building maintenance and asset management
- Accreditation for front end loader
- Current Work Zone Traffic Management
- Current First Aid Certificate



- Elevated Work Platform (EWP)
- Local Government Experience

Inherent Requirements

The checks and clearances form part of the conditions of employment and are in accordance with the City of Mount Gambier's Code of Conduct and Principles and Procedures.

Applicants will be required to provide or undertake the following:

Current satisfactory National Police Clearance	Hearing Test	Working with Children Check
Current Reference Check	Functional Capacity Assessment	
Current and valid Driver's Licence – As pre the requirement of the role	Pre-Employment Medical Check	

Special Conditions

- Some work outside of normal business hours may be required as part of emergency works or scheduled maintenance requirements.
- Applicant may be required to be part of an on-call roster for work outside of normal business hours.
- May be required to start and finish work from different locations.
- Emergency management is a core business for the City of Mount Gambier. All employees may be required to contribute to emergency management planning and activities as they arise and, in an emergency, you may be directed by your manager to participate in duties not normally assigned to you.

Extent of Authority

- In accordance with delegations.
- Work under general direction and exercise a high-level autonomy.
- Exercise initiative and judgement, within specific project objectives, in the development and implementation of work practices





Occupant: VACANT

Date Appointed:

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: _____
Signature

_____/_____/_____
date

