

Position Description

Coordinator Treatment Operations

POSITION TITLE:	Coordinator Treatment Operations
POSITION NUMBER:	70502
DIRECTORATE:	Infrastructure Services
BRANCH:	Whitsunday Water
EMPLOYMENT CONDITIONS:	Whitsunday Regional Council Certified Agreement QLGI (Stream A) – Award 2017 (as amended)
POSITION STATUS:	Permanent Full Time
POSITION LEVEL:	Level 6 + Allowances
ACCOUNTABLE TO:	Manager Treatment Operations
LAST REVIEWED DATE:	July 2026

COUNCIL VALUES

Whitsunday Regional Council's culture is driven by the following values:



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PRIMARY PURPOSE

Coordination of staff and assets to ensure and maintain the efficient operation of Council's water and wastewater treatment plants, delivering safe and compliant drinking water and wastewater in accordance with Whitsunday Regional Councils operational management plans.

KEY RESPONSIBILITIES

1. Plan, direct and supervise the operations of water and wastewater treatment plants, ensuring all work is completed to a high standard and in a safe, efficient manner.
2. Complete and coordinate tasks to maintain operational performance and reliability of the water and wastewater assets, as per O&M manuals, preventative, reactive and general asset maintenance processes, employing water/wastewater industry best practices.
3. Oversee and coordinate the maintenance activities of the treatment plant facilities, including but not limited to, sourcing and ordering of equipment, trades and services; ensuring the staff and contractors to maintain a clean, safe workplace, compliant with Councils policies.
4. Inspect, monitor, and report the status or condition of treatment assets and systems.
5. Monitor performance, report and investigate water and effluent quality relevant to the operation of the treatment facilities in accordance with Councils operational management plans.
6. The coordination of the southern-based water and sewage treatment plant operations and their staffing to ensure they are compliant with ADWG, environmental and public health regulatory requirements. This may include attending to emergency calls and relief staffing in some circumstances.
7. Employ available systems (eg: SCADA) and practices to investigate and resolve treatment plant process and equipment matters, to augment, upgrade and maintain.
8. Maintain operational staff roster and monthly reporting across the region.

OPERATIONAL ACCOUNTABILITIES

1. Ensuring the staff and treatment sites are compliant with and operated within WRC's WHSW policies and procedures.
2. Ensure that the treatment facilities are operated to comply with ADWG, public health and environmental regulatory requirements.
3. Effectively and efficiently working with internal and external stakeholders, including customer service requests, complaints, general enquiries and transactions.
4. Lead, guide and support the Team Leader Treatment.
5. To attend to emergency callouts as required.
6. Reporting matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
7. Relief support at locations throughout the region as required.
8. Undertake other relevant duties as directed, consistent with skills, competence and training

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ORGANISATIONAL ACCOUNTABILITIES

1. Workplace Health and Safety

- Actively participate and promote a safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.

2. Culture

- Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council.
- Comply with Council's Code of Conduct and all Council policies and procedures at all times.

3. Information Services and Technology

- Protect and manage Council's information assets in accordance with legislative, policy and process requirements.
- Use Council's technology appropriately and with respect.

4. Disaster Management

- Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
- Employees may be required to undertake duties during emergencies and disasters as necessary that may not be related to their substantive role.

5. Customer Service

- Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.

6. Financial Accountability and Governance

- Models compliance with Council's purchasing Policy.
- Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.
- Legislative Sub-Delegations and authorisations may also be applicable.

QUALIFICATIONS/SKILLS

Essential

1. C Class Manual Drivers Licence.
2. Construction White Card.
3. Certificate III in Water Industry Operations (Water and/or Wastewater), or ability to obtain within an agreed timeframe.
4. Current First Aid and CPR certificate.
5. Confined Space Entry and Working at Heights competency (or ability to obtain).

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Desirable

1. Certificate IV in Water Industry Operations (Water or Wastewater)
2. Trade Qualified or relevant technical qualifications.
3. Certificate IV in Leadership and Management or equivalent supervisory qualification.
4. Relevant chlorine handling / water treatment operator tickets.

ACKNOWLEDGEMENT

This Position Description provides a general indication of the responsibilities and nature of the work to be undertaken by the employee. It is not intended to be a comprehensive list of all duties, tasks and/or requirements of the role.

The Position Description is reviewed on a regular basis and may be varied, with consideration being made for the employee's skills, experience and expertise. Any changes will be made in consultation with the employee.