

Reticulation Technician

To provide consumers with potable / stock water to meet their needs in accordance with the current regulations. Provide high quality, cost effective wastewater and stormwater services to protect public health, property and the environment

ORGANISATION
NGĀ POU | OUR VALUES

POU 1. Manaakitanga
The customer is at the centre of everything we do.

POU 2. Rangatiratanga
We aspire to the highest standards.

POU 3. Whakapono
We strive to be trusting and trustworthy.

POU 4. Whanaungatanga
We act with courage, respect, kindness and empathy.

POU 5. Kotahitanga
We embrace diversity and strive to be inclusive.

POU 6. Aroha
We believe in and encourage each other.

RANGITIKEI
DISTRICT COUNCIL

**He oranga Whenua,
He oranga Tangata,
He oranga Wairua.
Tihei Mauriora!**

**If our Land is cared for,
if People are looked after,
if the Spirit is strong,
we can build a
better future for all.
Let there be life!**

Making this place home

Our expectations

As part of the Rangitikei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council)

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Reticulation Technician— that's your primary role at Rangitikei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Carry out routine and reactive maintenance works including temporary and permanent repairs where appropriate to ensure schemes are operating efficiently and providing stock water to scheme members
- Ensure relevant work programmes are delivered in an exemplary manner, to meet Council, Community and stakeholder expectations in terms of time, cost and quality
- Operate heavy machinery to undertake works
- Carry out emergency repairs at all hours
- Provide assistance with operation and maintenance of treatment plants
- Provide accurate location and asset information about existing assets, repairs and new installations
- Provide detailed information on assets, operating electronic data collection tools
- Assist with ensuring sufficient spares are available for routine reticulation repairs.
- Maintain stores and equipment in a tidy and clean condition.
- Fulfil required emergency management contribution
- Ensure proper care of company plant and equipment
- Undertake customer enquiries in conjunction with the wider Assets and Infrastructure Group with ownership to ensure appropriate resolution of customer enquiries.

Health and Safety

- Accurately and promptly report all accidents, incidents, near misses, hazards and risks by the end of the working day
- Keep yourself and others safe
- Adhere to all Council Health & Safety policies, procedures and guidelines

What we all do

- Grow and develop resilient customer focussed staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities if required

Our customer commitment

We strive to deliver excellent customer service by:

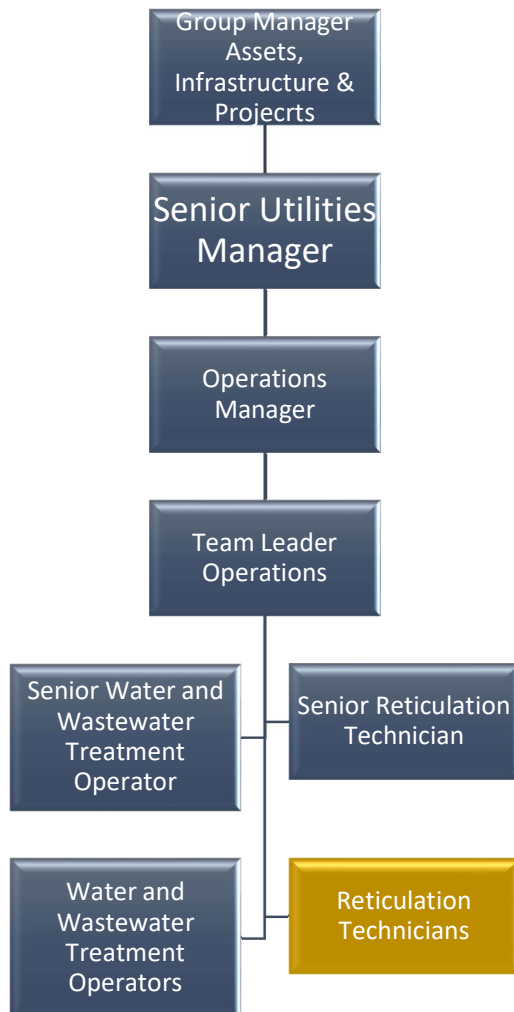
- Understanding and anticipating needs
- Dealing with enquiries promptly and fully
- Providing quality support and information
- Communicating changes to services in advance

We will:

- Welcome, listen and treat everyone respectfully
- Acknowledge and follow up all complaints and requests for service, and provide a timely response
- Seek feedback on the service received so we can continue to improve what we do

What you will bring

- National Certificate Reticulation or prepared to study towards this qualification
- 3 years experience with water, wastewater and storm water reticulation maintenance
- Current full drivers license and experience with 4wd utes and farm bikes
- Strong interpersonal and communication skills



- Self-motivation and initiative, as well as being able to think laterally when interacting with staff and contractors
- Competent in the use of computers and office software.
- Ability to work effectively and efficiently and to set and meet appropriate standards and deadlines
- A strong team player with proven ability to work well with and interact successfully with other people
- Ability and willingness to learn and adapt to new technology and software in a continuously changing environment
- Thorough understanding and advocacy for the principles of customer first