

Position Description

Position title:	Workshop Coordinator
Directorate:	Infrastructure & Property
Service Unit:	Depot Operations
Reports to:	Fleet Operations Manager
Direct reports:	Approx. 20
Salary point:	12
Work location:	Waratah Works Depot
Date revised:	July 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Depot Operations?

We are a team of over 30 staff that enable other Services within the City of Newcastle to operate at their service potential by providing and maintaining sustainable, fit-for purpose plant / fleet asset services and operational works depot management to the organisation. Our team is a mix of administrative staff and tradespeople who ensure the delivery of whole of life fleet services and oversee the operational management of the Waratah Depot site. We believe that by empowering and developing our team we achieve innovation and best support our customers.

What's the focus of this position?

The primary function of this role is the daily coordination of all CN mechanical workshops. It oversees the shift supervisors and the transition between shifts to ensure works are completed to customer expectations. You will be responsible for maintaining the health and safety of fellow workers, customers and general public during workshop operations by ensuring safe work practices are adopted in accordance with WHS guidelines.

What you'll be doing:

- Coordinate mechanical workshops daily planned servicing and maintenance work on all CN fleet assets, including garbage fleet vehicles, fix and mobile plant, large and light fleet and NHVAS accredited fleet
- Coordinate and review all daily workshop documentation, identifying any inconsistencies and actioning as required through appropriate avenues.
- Management of staff, including involvement in recruiting, inductions, coordination of team meetings, training, and performance development plans as well as communication between staff and management.
- Maintain the health safety and general wellbeing of fellow workers, visitors, the public and yourself during the execution of work, by ensuring that safe work practices are implemented and adhered to in accordance with Work Health and Safety Guidelines
- Conduct high level evidence-based decision making on items major repair/works, defer if appropriate and stand down on safety grounds if a potential risk is created through use.
- Use mechanical experience to make judgement calls on repairs, utilising all available options to ensure fleet availability and achieve the best result for the customer.
- Outsource work to external providers, where appropriate, being mindful of cost and time restraints.
- Review and investigate customer complaints and take appropriate action to resolve while maintaining an open line of communication with the customer.
- Manage and mentor supervisors in their role to achieve workshop goals and generate efficient operations
- Demonstrate a commitment to continuous improvement by identifying new and improved ways to work and enhance services.
- Ensure adequate provision of customer service support at the service reception desk
- Review and monitor work practices to ensure they are safe, efficient and are completed to Original Equipment Manufacturers standards, NSW and Australian roadworthiness / accreditations levels
- Reporting any issues including major repairs or equipment replacement to the supervisor
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Extensive technical knowledge, experience and ability to repair various plant and fleet
- Experience in the supervision of a work team with the ability to plan and co-ordinate team activities
- Ability to provide technical advice to Depot management relating to City of Newcastle's fleet
- Ability to write and interpret reports and work plans, with sound knowledge of Microsoft Suite and the ability to carry out electronic business correspondence
- Working knowledge of relevant WHS requirements including incident, accident and / or near miss reporting and site inductions
- Ability to work unsupervised, keep accurate daily work records and report any issues to the Manager
- Certificate III in the Automotive/Mechanical field
- Current HR Class driver's license



Other valuable skills you may have:

- Experience in TechOne suite of programs
- Experience in safety/incident investigations
- Current First Aid certificate or willingness to obtain

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	