



Business Support Asset Management Coordinator

Customer and Community

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Customer and Community group**. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services. Read on to find out more about the role.

What you will do

In this role, you will support the management of asset management data through data capture and inputting, scheduling, analysis, and reporting.

Reports to	Business Support Team Leader – Parks and Recreation
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

Key responsibilities

Some of the **key responsibilities** for this role include:

- Act as first point of contact for the business in relation to issues and queries about asset management systems and processes
- Triage workflow, processing issues and escalating queries
- Creation of work orders
- Providing administrative support to the IPS asset management system change programme
- Communicating progress of changes and enhancements to stakeholders
- Liaise with Customer Services Team to update knowledge base information for Parks and Recreation and to lead the Customer Relationship meetings
- Assist staff with how to use asset management systems and processes and to deliver subject matter expert (SME) training to prescribed audiences
- Assisting with Data collation in the asset management system as needed, to build Schedules for the Parks and Recreation Unit

- Demonstrate experience in providing written reports and recommendations to Parks Managers as required
- Import job card data for KPI PowerBi Reporting
- Processes for Coordinator role in Process Manager (ProMapp) is current and up to date

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- Understanding of asset management concept and processes
- Experience in understanding, evaluating and distributing requests and issues through to resolutions in a customer facing environment
- Knowledge of, and experience in the configuration, application and operation of asset management systems and processes, ideally IPS
- Skilled in working collaboratively with a range of people across initiatives
- Excellent Microsoft Office skills including advanced Word, Excel, Email, MS Teams
- Ability to operate independently, anticipate requirements and monitor workload to effectively meet deadlines

- Excellent verbal and written communications skills experience for dealing with colleagues, clients and the general public
- Proven leadership skills with demonstrated ability to articulate the corporate vision and take people on a change journey
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.*