



# Technical Support Coordinator – Street Landscapes

## 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:

- Assist in maintaining the City's Street Landscapes, including highways.
- Support the team by performing administrative and technical tasks.
- Ensure the Team Leader and Supervisor can operate effectively and efficiently.

Reports to	Team Leader – Street Landscapes
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

## Key responsibilities

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

- Model and promote the organisation's vision, purpose, and behaviors.
- Assist in planning and scheduling maintenance activities.
- Identifying areas for improvement and efficiency gains
- Conduct quality and assurance checks/audits on staff and contractors' work.
- Provide accurate and timely reporting on performance and KPI achievements
- Coordinate with supervisors to ensure efficient allocation of resources to meet contractual targets in the most efficient and effective manner.
- Order traffic management for upcoming maintenance schedules
- Monitor and manage the work dispatching and asset management software and systems for street landscapes.

- Customer queries are answered appropriately or passed on the relevant staff member in a timely manner.
- Ensure no substantiated complaints are received that are due to poor customer service.
- Work collegially with internal and external stakeholders to achieve a common vision.
- Promote a safety-first culture.
- Contribute to special projects as required.

## 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

- Demonstrated ability to articulate the corporate vision
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard
- Qualification or experience related to asset management or work program co-ordination.
- 3 years asset management or work planning experience.
- Strong organisational and time management skills
- Excellent communication and customer service skills

- Ability to work independently and as part of a team.
- Ability to perform and achieve positive results in the most efficient and productive manner to ensure we meet the needs of the community.
- Familiarity with work scheduling and program management tools, and familiarity with RAAM
- Demonstrated ability to coordinate resources and develop work programmes to achieve results.
- Experience in delivering a Safety-first culture and managing critical risk at an operational level.
- Competent in the use of Microsoft Word and Excel.
- Preferred but not essential, experience in the road corridor environment (both local and NZTA), or CAT A practicing STMS

### 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.*