Water Quality Officer
POSITION DESCRIPTION



Position Number:	1865
Department:	Regional Services
Section:	Fitzroy River Water
Position Status:	Permanent Full Time
Classification:	Level 5 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Senior Environmental Scientist – Water Quality and Compliance
Revised:	August 2025

General Position Statement

This position supports Council's direction by providing advice on water quality monitoring and water treatment processes according to national and state guidelines and regulatory requirements.

Specific Responsibilities

- Perform laboratory and field testing of chemical and biological water quality parameters related to water and wastewater treatment processes, ensuring compliance with national and state guidelines and regulatory requirements. Liaise with laboratories undertaking these analyses.
- Analysis and reporting of water quality monitoring and technical data on the performance of water and sewerage assets. Ensure accurate entering of testing results into the testing records database.
- Report, investigate and coordinate responses on non-compliances or excursions from normal operational performance, which impacts water quality across Council's water and sewerage services.
- Provide advice and recommendations for chemical or biological monitoring aspects of water and wastewater treatment processes or other associated projects.
- Provision of technical expertise relating to drinking water analysis, to both internal and external stakeholders.
- Monitor and maintain supply of chemicals and reagents for the laboratory.
- Manage, under the direction of the Senior Environmental Scientist, the reviewing of the Drinking Water Quality Management Plan, annual reporting in accordance with regulatory requirements, approval conditions and in alignment with Council's strategic direction.
- Review and provide recommendations with regards to the drinking water quality in water supply schemes across the region.
- Review and develop relevant policies, procedures, work instructions, guidelines and any other applicable documentation.
- Facilitate the completion of both internal and external audits and any follow up processes on water assets, in accordance with regulatory requirements and approval conditions.
- Assist in managing contracts for the servicing and calibration of laboratory equipment and for the analysis of water and wastewater samples.
- Assist to review the work practices and processes relating to the Drinking Water Quality Plan, and ensure modifications or innovations are fully assessed.
- Undertake tasks and assist with projects, working with state government and other external agencies involving catchment monitoring.
- Undertake training and provide guidance to employees on the use of new technology associated with water and sewerage treatment processes, appropriate sampling technique and correct operation, maintenance and troubleshooting of analytical equipment.



- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Experience and understanding in the operation of water and sewerage assets.
- Significant knowledge of key water quality guidelines and regulatory requirements including National Health and Medical Research Council (NHMRC) and State Government administered documents including the Australian Drinking Water Quality Guidelines.
- Significant knowledge of statutory requirements and legislation relevant to water quality management and local government operations.
- Demonstrated knowledge of water and wastewater treatment processes and drinking water supply systems and networks.
- Laboratory and field technical experience relevant to water quality analysis.
- Demonstrated proficiency in comprehensive report writing.
- Demonstrated time management, planning and organisational skills.
- Ability to work under limited supervision, with strong capacity to plan workloads, achieve set goals and meet deadlines.
- Ability to effectively operate, or learn to operate, Council's computer systems including Finance One, ECM, Pathway, R1 and the MS Office Suite.
- Good practical knowledge of Workplace Health & Safety processes relevant to the position.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Goal Setting – Ability to set, define and deliver goals that are SMART – Specific, Measurable, Achievable, Relevant and Timely.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Career/Development – Ability to identify development activities required to perform current role and opportunities to develop to meet career expectations (as applicable).
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.



Qualifications

- Degree qualifications in Chemistry / Microbiology / Biology (or related discipline) with experience in a similar role.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to provide after-hours support in the event of water quality guidelines breeches.
- Ability to have or obtain at a minimum Coxswain Grade 3 boat licence.
- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence (minimum provisional).
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised in accordance with Council's Occupational Risks and Immunisation Register.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations are applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations are also applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager Water and Wastewater
Signature:	
Date:	
Employee Name:	
Signature:	
Date:	