

Technical Officer - Corridor Management

POSITION DESCRIPTION



Position Number:	1616
Department:	Regional Services
Section:	Infrastructure Planning
Unit:	Corridor Management
Position Status:	Permanent Full Time
Classification:	Level 5 – Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Coordinator Corridor Management
Revised:	September 2026

General Position Statement

This position supports Council's direction by providing support for the assessment, management and monitoring of works within the road reserve. It is responsible for a wide variety of assessments of third-party civil infrastructure installations and works that impact on Council's Road infrastructure and broader network operations.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Undertake assessment of Temporary Traffic Management Applications for all third-party works/events in the road reserve and conduct audits of worksites to ensure compliance.
- Undertake assessment of applications for installation of private infrastructure in the road reserve.
- Provide advice regarding legislation and permits, assessment of routes and analysis of turning templates with regard to wide load interactions with Council infrastructure.
- Liaise with internal and external stakeholders to achieve acceptable outcomes regarding temporary traffic management and heavy vehicle applications, including with Service Utility Providers.
- Liaise with members of the public, as required, to investigate and provide information in relation to the status and/or conclusion of their customer service requests, permit applications and/or compliance issues and record notes in Council's Pathway software package.
- Identify, assess and report on non-compliance regarding installation of private infrastructure in the road reserve and take action to resolve and/or escalate issues as required and in accordance with Local Laws and Council Policies.
- Provide support to the Coordinator Corridor Management in managing large scale projects impacting on Council Road reserves, including providing advice and assistance to applicants, consultants and other stakeholders; ensuring appropriate documentation, bonds, fees, and charges are administered throughout the life of the project; and monitoring industry compliance with permit specific requirements.
- Assist with the assessment, management and monitoring of traffic and road safety concerns that impact on Council's road infrastructure and broader network operations.
- Report to supervisors and managers in a timely manner on issues and activities likely to influence Council operations or relations with Council's customers.
- Assist in the implementation of new programs, processes, and procedures.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.

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- 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

- Sound working knowledge of traffic management principles and experience in their application, particularly in the area of assessment of Temporary Traffic Management Applications for third-party works/events in the road reserve.
- Sound working knowledge of relevant Local Government operations and legislative framework relevant to the specific responsibilities of the position.
- Experience in providing advice on routes, legislation and permits and analysis of turning templates with regard to wide load interactions with Council infrastructure.
- Demonstrated ability to research and draft replies to correspondence, reports, and other such documentation
- Experience with customer request management, public interactions and conflict resolution with demonstrated ability to implement and foster a customer service culture.
- Ability to effectively operate Council's computer systems and technology including the Ci Anywhere Suite (ECM), RGIS, Pathway, MS Office Suite and various mobile devices and applications.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Deliver Excellent Customer Service – Ability to meet Council's level of service expectations around safety, timeliness and quality
- 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.
- 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 to and the ability to participate in programs to support safety, health and wellbeing, including a general understanding of Work Health and Safety principles and their application in the workplace.

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Qualifications

- Degree qualification in Engineering, Project Management or equivalent, with relevant experience in Corridor Management or a lesser qualification with a combination of experience and competence to enable the applicant to undertake the duties of the role.
- Department of Transport and Main Roads Level 2 Work in Proximity to Traffic.
- Construction Industry Induction (White Card).

Desirable Qualifications and Experience

- Department of Transport and Main Roads Traffic Management Design qualification (Open) or ability to obtain as part of a training plan.
- Certificate IV in Local Government Investigations or ability to obtain as part of a training plan.
- Ability to effectively operate Computer Aided Drafting (CAD) Software, SIDRA Intersection analysis software and utilise these programs to make decisions or ability to obtain as part of a training plan.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *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 work in both an office environment and an 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).

Delegations and Authorisations

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

Legislative Sub-Delegations and Authorisations may also be 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 Infrastructure Planning
Signature:	

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Date:	
Employee Name:	
Employee Signature:	
Date:	