



**Infrastructure Cook Islands
GOVERNMENT OF THE COOK ISLANDS**

PO Box 102 Rarotonga Cook Islands Phone (682) 20321 www.ici.gov.ck

POSITION SUMMARY

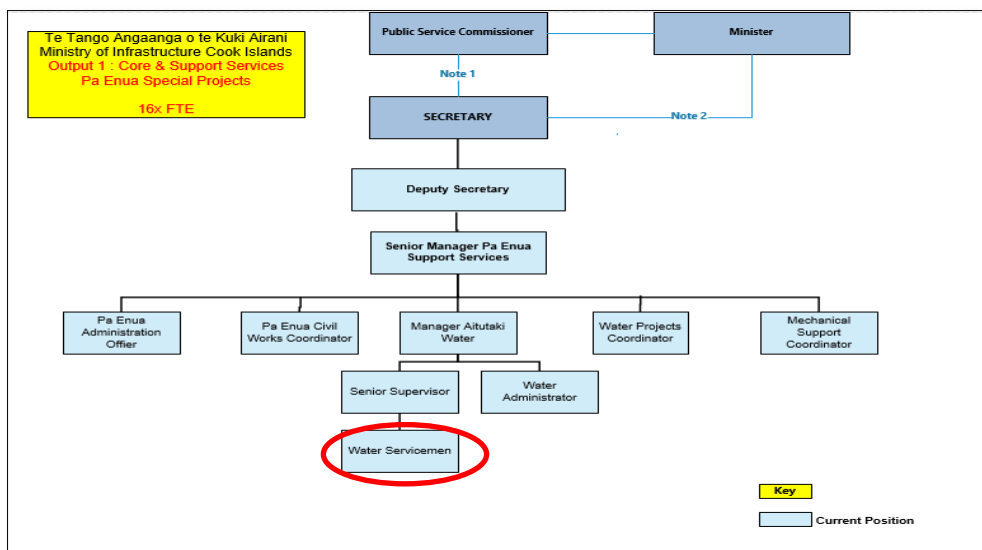
Job Title:	Serviceman – Aitutaki Water
Division:	Core and Support Services, ICI
Responsible To:	Senior Supervisor - Aitutaki Water
Responsible For:	Nil
Job Purpose:	To assist the Senior Supervisor Water Network & Intake on the following: <ol style="list-style-type: none"> 1. Maintenance on all water intakes 2. Maintenance works on all Water Trunk Mains and intake washouts 3. Maintenance on all water meters and strainers 4. Water related tasks including assisting the water network and engineering & research team when required 5. Management of jobs allocated in AWS work plans.
Job Classification:	Service Delivery, Corporate Support
Date updated:	June 2024

AGENCY VISION

The Ministry strives to enrich our communities through quality infrastructure development. To achieve this ICI's goals are to:

- Ensure that we deliver on our core public services.
- Deliver well planned, quality infrastructure.
- Effectively management waste.
- Deliver optimal outcomes for the Cook Islands through our people, network, systems and services.

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>KRA 1: Effective Maintenance on all water intakes</p> <ul style="list-style-type: none"> • Assist the Senior Supervisor to ensure that water intakes are clear of debris and deposits. • Assist the Senior Supervisor to ensure that filter media are turned over and flushed out. • Assist the Senior Supervisor to check dams are cleared of accumulative debris. • Assist the Senior Supervisor to ensure that overgrown vegetation in the intake area is maintained. 	<ul style="list-style-type: none"> • The water flow within the collection chamber is not disturbed or blocked. • Clear water collected in the collection chamber. • Intake site and vegetation is maintained
<p>KRA 2: Effective Maintenance on water trunk, mains and washouts</p> <ul style="list-style-type: none"> • Assist the Senior Supervisor to isolate work area by placement of road cones or other barriers to ensure safety requirements are met. • Assist the Senior Supervisor with machinery control when excavating damage area. • Assist the Senior Supervisor with removal of damage pipes. • Assist the Senior Supervisor with installation of repair fittings. 	<ul style="list-style-type: none"> • The damage water trunk main is clear of obstacles for repair. • The repaired water trunk main is free of any water leakages. • The damaged water main site is clear of any excess materials.
<p>KRA 3: Effective Maintenance on water meters and strainers</p> <ul style="list-style-type: none"> • Assist the Senior Supervisor to isolate work area by placement of road cones. • Assist the Senior Supervisor to implement maintenance procedures. • Assist the Senior Supervisor Meter to ensure that strainer is clear of any foreign deposits and matters. • Assist the Senior Supervisor to remove bolts and strainer for maintenance. • Assist the Senior Supervisor to ensure that meter and strainer is reconnected and checked before opening valve. 	<ul style="list-style-type: none"> • Valves are manipulated to shut off or on water flow both before and after meter and strainer. • Meter and strainer are cleaned thoroughly. • Meter and strainer are back in normal operation.
<p>KRA 4: Quality workmanship with other service providers</p> <ul style="list-style-type: none"> • Assist the Senior Supervisor to ensure that water mains are accurately located. • Assist the Senior Supervisor in cooperating with utilities to locate their service lines. 	<ul style="list-style-type: none"> • All underground services are located with minimum or no damage.
<p>KRA 5: Water related maintenance works</p> <ul style="list-style-type: none"> • Help the water network maintenance program when required. • Assist the Senior Supervisor to conduct periodic maintenance to water tanks. • Assist the Senior Supervisor with the operations of water pump stations. 	<ul style="list-style-type: none"> • Damaged water main is repaired and free of any water leakages. • Water tanks are clean and flushed out of any accumulative silts and deposits. • Proper procedures are followed when operating and monitoring pump stations.

<ul style="list-style-type: none"> • Conduct reading and monitoring of water intake pressure. • Assist in stocktake water works plant and equipment. 	<ul style="list-style-type: none"> • Water intake pressures are read three times a week. • Stocktake of all fittings and materials are completed every three months.
<p>KRA 6: Customer Satisfaction</p> <ul style="list-style-type: none"> • Ensure that customer is satisfied with services provided. 	<ul style="list-style-type: none"> • Project deliverables are delivered as standards expected • Complaints reduced. • Positive feedback improved.

WORK COMPLEXITY

<i>Indicate most challenging problem-solving duties typically undertaken (3-4 examples):</i>	
1	Ability to correctly operate small machines such as concrete cutter, grass cutter and compressor, etc.
2	Ability to conduct routine operations and maintenance of water pump stations.
3	Ability to learn about the correct use of required fittings and plant.
4	Ability to take appropriate site action in response to a situation when the Senior Supervisor is not present.
5	Fill in Job sheets and stores release form when the Senior Supervisor is not present.
6	Staff member must be able to work after hour calls and on public holidays when required.
7	Staff member must be able to work in inclement weather and environment conditions.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	No
Staff	No
Contractual	No

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Manager AWS	Heavy – Cooperation in ensuring that AWS and individual work plans; projects and programmes are implemented successfully. .	Customers/Public	Promoting - Assisting customers with enquiries received and referring these to the appropriate level for response.
AWS Senior Supervisor	Aiding the Senior Supervisor in meeting the deliverables of AWS and the position of Water Serviceman are delivered successfully.		

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
National Certificate Level 4 in Water related management	Water Network diploma qualifications

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
1-3 years demonstrated experience in water works and basic use of tools and equipment	Atleast 5 years working in any water related sector

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Advanced	<ul style="list-style-type: none"> Fully knowledgeable on the water intake reticulation system and location of water mains and fittings
Working	<ul style="list-style-type: none"> Knowledge of bulk water fittings and materials.
Awareness	<ul style="list-style-type: none"> Awareness of personnel and traffic safety factors surrounding maintenance area.

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date