



Position Description

Position Title: Facilities Operations Support

Tenure/Hours: Permanent Full Time
8 hours per day, Monday to Friday
On call for emergency operations

Position Summary: Lead the coordination of facilities operations support by managing customer service requests, work order systems, and contractor coordination across all Council facilities including cemeteries, parks, open spaces, properties, and community facilities. This role serves as the primary liaison between customers, contractors, and the facilities team, ensuring efficient service delivery and maintaining high standards of customer satisfaction while supporting operational excellence across the facilities portfolio.



DISTRICT VISION

Mā te whenua, mā te waiora tātou e ora ai hei hapori
ngangahau hei hapori honohono hoki.

We thrive together.
Vibrant, connected communities where our land and
waters are nurtured and our people flourish.

What you will do

- Serve as the first point of contact for all facilities-related customer enquiries, complaints, and service requests
- Operate and maintain the work order management system, ensuring accurate logging, prioritization, and tracking of all requests
- Coordinate response times and ensure customer communication throughout the resolution process. Record conflict resolution outcomes to support continuous improvement and accountability
- Escalate complex issues to appropriate specialist officers while maintaining oversight
- Coordinate and schedule contractors across all facilities areas (cemeteries, parks, properties, community facilities)
- Manage contractor call-outs for emergency and routine maintenance work
- Maintain contractor contact databases and ensure appropriate contractors are engaged for specific work types
- Monitor contractor performance and provide feedback to specialist officers
- Ensure all contractor health and safety requirements are met before work commencement
- Maintain and update the maintenance management system
- Generate work orders and ensure proper authorization and tracking
- Coordinate preventive maintenance schedules across all facility types
- Assist with asset data collection and system updates
- Prepare routine reports on work order completion rates and customer satisfaction metrics
- Provide administrative support to Facilities Officers across all specialization areas
- Contribute to budget tracking and invoice processing for routine maintenance activities
- Support facilities audits and inspections with coordinating logistics and documentation

- Maintain facilities databases and ensure accurate record keeping
- Coordinate initial response to after-hours facilities emergencies
- Maintain emergency contractor contact lists and call-out procedures
- Liaise with emergency services when required for facilities-related incidents
- Ensure appropriate specialist officers are notified of emergency situations
- Identify opportunities for improving customer service processes and work order efficiency
- Develop and maintain standard operating procedures for common facilities requests
- Monitor service delivery standards and recommend improvements
- Assist with implementation of new systems and processes across the facilities team

What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Strong customer service focus with experience handling high-volume and sensitive enquiries
- Proficient in digital systems for data entry, scheduling, and asset tracking with a focus on compliance
- Clear communicator with proven ability to work collaboratively across teams and stakeholders
- Skilled in conflict resolution and maintaining professionalism in challenging situations
- Effective time management and problem-solving under pressure
- Strong health and safety awareness with proactive risk management
- A valid Full NZ driver's licence for site visits and contractor coordination

Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- Knowledge of local government processes and community expectations
- Experience in property maintenance and condition/risk assessments
- Skilled in coordinating trades and contractors for maintenance work
- Familiar with Asset & Work Manager (AWM) and work order systems
- Understanding of project coordination and managing multiple work streams
- Strong knowledge of health and safety, especially in contractor management

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold the principles of Te Tiriti o Waitangi, commit to our partnerships with Iwi partners and increase our knowledge of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

Your reporting lines



Additional Information

Delegations

Number of people reporting to the role	0
Financial delegation	\$2,000
Contract delegation	0
Statutory delegation	As per the statutory delegation register

Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

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Approved: (Manager/Supervisor)

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Date:

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Agreed: (Staff Member)

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Date: