

# Position Description

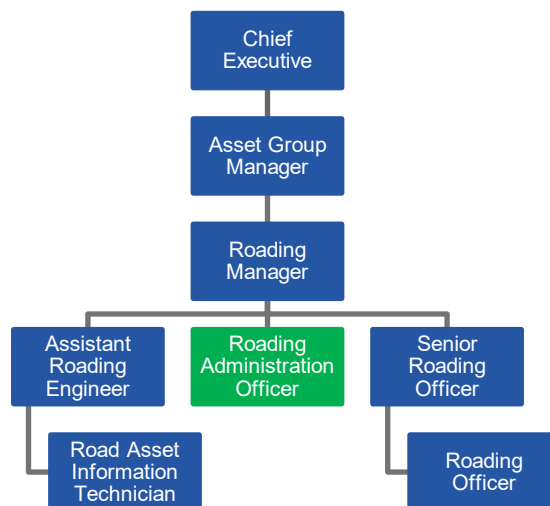
## Position Details

<b>Position title</b>	Road Administration Officer
<b>Grade</b>	9
<b>Group</b>	Asset Group
<b>Date reviewed</b>	10 June 2026

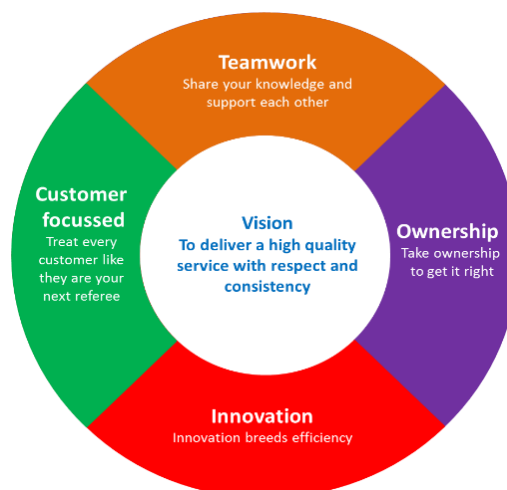
## Purpose

To provide high-quality administrative, customer service, and corridor management support to the Roothing Team. The role acts as the primary point of contact for public enquiries and service requests, ensuring timely responses, accurate information management, and efficient administration of road corridor activities.

## Structure



## Staff Vision and Values



## Key Internal and External Relationships

Internal Relationships	External Relationships
<ul style="list-style-type: none"><li>• Asset Group Manager</li><li>• Roothing Manager</li><li>• Roothing Team</li><li>• Waimate District Council Staff</li><li>• Three Waters Business Unit</li></ul>	<ul style="list-style-type: none"><li>• Contractors</li><li>• Members of the public</li><li>• School Safety Group</li><li>• Utility Organisations</li><li>• Other Road Controlling Authorities</li></ul>

## Key Responsibilities

### Customer Service and Communications

- Act as the first point of contact for public enquiries, complaints, service requests, and hazards relating to the road network.
- Record, track, and monitor customer requests through Council's customer request management system.
- Ensure customers are kept informed of progress and outcomes, maintaining a strong "close the loop" approach.
- Prepare professional correspondence, reports, and standard response templates.
- Monitor service request performance and assist the Roothing Team in meeting response time targets.
- Liaise with contractors, utility providers, consultants, and internal Council staff regarding rooding matters.

### Road Information Management

- Provide rooding information for Land Information Memorandums (LIMs) and Property Information Memorandums (PIMs).
- Maintain and update rooding information for Council's website and social media channels.
- Communicate road closures, road works, maintenance activities, and traffic disruptions to the public.
- Respond to public requests for rooding-related information and records.
- Maintain accurate rooding records, registers, and databases.

### Corridor Management

- Assist the Senior Roothing Officer with the administration of road corridor activities, including:
  - Processing and coordinating Corridor Access Requests (CARs).
  - Coordinating Temporary Traffic Management (TTM) approvals and associated documentation.
  - Administering temporary road closure applications for events, utility works, and Council projects.
  - Processing applications relating to vehicle crossings, road encroachments, overweight permits, stock crossings, and private services within the road reserve.
- Maintaining registers and records of corridor access activities, permits, approvals, and compliance documentation.

- Liaising with utility operators, contractors, event organisers, and affected stakeholders.

### **Administration and Financial Support**

- Provide administrative support to the Roding Team, including document management and production, correspondence, filing, and records management.
- Maintain electronic and paper-based records in accordance with Council policies
- Process purchase orders, invoices, and rechargeable work requests.
- Prepare reports, meeting agendas, and minutes when required.

### **Team Support**

- Support the Roding Manager and wider Roding Team in achieving operational objectives.
- Contribute to continuous improvement initiatives and process efficiencies.
- Assist with emergency response as required.
- Undertake other duties reasonably required by the Roding Manager.

### **Health and Safety**

The Health and Safety at Work Act 2015 places the onus of responsibility for health and safety on workers as much as the Council. It is imperative all workers actively participate in managing risks and hazards, reporting accidents, incidents and near accidents, and avoiding any action which may cause harm to themselves or others. This includes:

- Working in a safe manner to protect themselves, their fellow workers and all plant, property and equipment.
- Only operating equipment for which they have been trained and/or instructed in and hold appropriate authorisations for, or with specific supervision.
- Adherence to the relevant legislation, regulations, standards, rules, instructions, and best practice.
- Keeping their work area or equipment clean and tidy and maintaining a high level of housekeeping.
- Wearing appropriate personal protective equipment.
- Ensuring no acts or omissions while at work causes harm to themselves or any other person.
- Being familiar with all emergency equipment in the work area and all work-site emergency procedures.
- Not wilfully interfering with or misusing items or facilities provided in the interest of safety.
- Reporting all workplace illnesses, injuries, near misses and incidents as soon as possible using the reporting form and taking all reasonable action to eliminate their recurrence.
- Reporting any hazardous condition, situation or event.

### **Civil Defence/Emergency Response Duties**

- All Council staff are expected to undertake appropriate training to prepare for a Civil Defence/emergency management event. In the event of an emergency or potential emergency, you must firstly have due regard to the safety of your family. You may be assigned duties to assist Council in managing the event.

## Expected Behaviours

Core Behaviours	
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Accepts responsibility for own actions and decisions</li> <li>• Delivers on commitments</li> <li>• Admits mistakes and uses them as learning opportunities</li> </ul>
<b>Adaptability</b>	<ul style="list-style-type: none"> <li>• Willingness to accept changes and can readily reset their objectives, priorities and plans to accommodate new requirements</li> </ul>
<b>Business ethics</b>	<ul style="list-style-type: none"> <li>• Demonstrates integrity, honesty and commitment</li> <li>• Models a high level of professionalism and exercises discretion</li> <li>• Maintains confidentiality</li> <li>• Is prudent in financial dealings</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicates messages in a clear, concise and consistent manner</li> <li>• Ability to communicate effectively with a wide variety of people</li> <li>• Uses the most effective method and style of communication for the audience and situation</li> <li>• Utilises effective listening skills and questioning techniques</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Recognises the diversity of customers, and adapts approach and style to meet their needs</li> <li>• Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers</li> <li>• Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required</li> <li>• Always complies with Council confidentiality policy when dealing with customer information.</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• Proactively plans work and manages competing priorities to ensure deadlines are met</li> <li>• Plans and utilises resources in the most effective and efficient way</li> <li>• Makes appropriate decisions, taking into consideration impacts and risks</li> <li>• Listens to and considers different viewpoints, remaining calm when challenged</li> <li>• Alerts manager when overloaded, stressed or having difficulty with specific tasks or areas of responsibility</li> <li>• Continually looks for opportunities to gain new knowledge and skills</li> </ul>
<b>Team work</b>	<ul style="list-style-type: none"> <li>• Is an active and contributing team player</li> <li>• Values diversity and supports different ways of working</li> <li>• Proactively shares information, ideas and experiences</li> <li>• Empowers others to succeed and to seek excellence</li> <li>• Credits others for their contributions and accomplishments</li> </ul>

Role Specific Skills	
<b>Decision-making</b>	<ul style="list-style-type: none"> <li>Identifies and uses various sources of information to make an informed decision</li> <li>Considers risk factors in decision-making</li> <li>Uses own judgement and experience to solve problems</li> <li>Makes decisions on a timely basis</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>Continually reflects on how things could be done better</li> <li>Adopts a positive and flexible attitude to improvement, change and challenges</li> <li>Professionally challenges the status quo</li> <li>Manages barriers to innovation and improvement</li> </ul>
<b>Project management</b>	<ul style="list-style-type: none"> <li>Scopes projects effectively and secures necessary resources to achieve agreed outcomes</li> <li>Demonstrates resilience and able to maintain performance over an extended period</li> </ul>

## Knowledge, Qualifications and Experience

### Essential

- Proven administration experience, ideally in a customer service or support role.
- Understanding of local government processes and public sector customer service principles.
- Proficiency in Microsoft Office applications and the ability to quickly learn specialised software systems.
- Excellent written and verbal communication skills.
- Strong customer service skills, including the ability to manage difficult or sensitive situations professionally.
- Current full New Zealand driver licence.

### Desirable

- Knowledge of road corridor management processes and traffic management practices.
- A current traffic management qualification.
- A qualification in administration, business, customer service, or a related field.

## Approval

### Roading Administration Officer

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Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Human Resources Manager

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date