

Distribution Technician - Water

To provide water distribution engineering services at a technical level for the Whangarei District Council and the community it serves. Manage construction projects relating to the delivery of potable water to our community.

Our Organisational Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- We lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Distribution Technician – Water – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

Residential Water Meter Replacement Programme

- Administering strategic residential meter replacement programme.
- Manage Waters renewals projects to completion in line with Council plans, standards, budgets and timeframes.
- Ensure project lifecycle and quality control standards are met.
- Contract administration and management of Waters professional services and physical works contracts

Water Usage & Metering

- Ensure accurate measurement of authorised water usage.
- Oversight of water meter testing and assessment of leaks or low consumption.
- Investigate unrecorded or illegal connections.
- Manage additional metered supplies (e.g., standpipes, truck filling points).

Customer & Developer Support

- Respond to water quality issues and billing queries.
- Provide water-related advice to developers.
- Represent Water Services during customer site visits.
- Resolve public disputes and manage new application processes.

Inspections & Compliance

- Ensure installation quality and materials meet WDC standards.
- Supervise contract works and ensure programme compliance.
- Follow ISO procedures and contribute to process improvements.
- Manage annual testing of backflow prevention devices.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Strong customer service and communication skills, including the ability to deal confidently and professionally with a wide range of customers.
- Good problem-solving skills and the ability to work through issues logically and practically.
- Good organisational skills and the ability to manage multiple enquiries, applications and pieces of work at the same time.
- Good attention to detail and accurate record keeping.
- Confidence using computer applications, including Microsoft Word and Excel, and the ability to learn Council systems and other software applications.
- Good written communication skills.
- The ability to interpret procedures, standards, drawings and technical information, or the ability and willingness to learn.

- The ability to work independently while recognising when technical advice or assistance is required.
- A collaborative approach and willingness to support other members of the team.
- Reliability, initiative and a commitment to following work through to completion.

Additional Information

Financial responsibilities – Nil

Organisation Chart – see below

