



PO Box 965, Rarotonga Cook Islands Phone (682) 24 479, Web: www.totatouvai.co.ck

POSITION SUMMARY

Job Title:	Apprentice Water Network Technician
Division:	Operations
Responsible To:	Water Network Supervisor
Responsible For:	Nil
Job Purpose:	Responsible for all the asset management, maintenance, and repair of the entire drinking water network of pipes, valves, hydrants, pumps, water storage structures, and water services; to deliver safe drinking water to the Rarotonga community. On the job training and learning is provided.
Job Classification:	Operations
Date updated:	July 2023

AGENCY VISION

Our Vision: A community-trusted supplier of water services.

Our Mission: A reliable water supply that is safe to drink – improving the wellbeing of our Cook Islands people.

Our Values: Customer First, Accountability, Teamwork, Clear communications, Honesty.

RESPONSIBILITIES

As an apprentice, you will be provided with on the job training and gain experience in understanding the treatment and delivery of the water supply on Rarotonga to customers. You will be supported every step of the way, by your line manager and mentor and will be working alongside our operations team in network, engineering, and treatment. Duties and responsibilities includes and is not limited to the following:

Repair and Maintenance

- Ensure all water strainers and meters are clear of debris, flushed out and fully operational at all times.
- Use heavy duty machinery with skill, safety and confidence to conduct the repairs and maintenance needed.
- Inspecting and repairing water mains, valves, hydrants, and other components of a water distribution system to ensure they are functioning properly and efficiently.
- Have a strong understanding of water quality standards and regulations, and they may be responsible for monitoring water quality and resolving any issues that arise.
- Work collaboratively and closely with other departments within the organization, such as engineering or customer service, to coordinate work and ensure that customers receive high-quality water service.
- Responsible for conducting regular inspections of the water distribution system and performing tests to ensure that it is functioning properly.
- Maintain accurate records of all work performed on the water distribution system, including inspections, repairs, and maintenance activities.
- In the event of a water main break or other emergency, be responsible for responding quickly to contain the situation and make any necessary repairs.

New Water Connections

- Expose and locate water mains
- Install new water connections to the network for all private, public and commercial properties.
- Install of new pipeline constructions.

Faults Service

- Attend to and fix customer called faults on the system.
- Complete fault reports/Invoicing forms accurately.

Monitoring and Compliance

- Provide a prompt and efficient service within agreed timeframes.

- Reports all data to Supervisor and Operations Manager.
- Assist the treatment team with water and pressure testing, flushing when required.

Health and Safety

- Taking all practicable steps to ensure own safety, and to ensure that you do not cause harm to any other person by your actions.
- Reporting of accidents, injuries and incidents to Supervisor and Operations Manager immediately.
- Advising the Supervisor of training requirements in the area of health and safety.
- Using appropriate personal protective equipment, training in its use and ensure it is correctly used and maintained.

OUTCOMES

- A maintenance plan for all assets is followed through with efficiency and effectiveness.
- The community has water delivered to their homes and buildings within the TTV water standards and regulations.
- All workplace safety standards, training and process is a workplace culture of TTV.
- The water distribution system is operating safely, efficiently and reliably and with high quality service to customers.

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)
<ul style="list-style-type: none"> • National Certificate Level 3 NCEA • A trade certificate in a related discipline. 	<ul style="list-style-type: none"> • National Certificate in Water Reticulation • License to operate heavy-duty machinery

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)
<ul style="list-style-type: none"> • 1 to 2 years work experience in water reticulation. 	<ul style="list-style-type: none"> • 5 years or more work experience in water reticulation.

JOB COMPETENCIES

Customer Satisfaction	Ability to maintain the customer (both internal and external) as the prime focus of all activities.
Values	Demonstrates and is an example of the values To Tatou Vai aspires to uphold which are; Customer First, Accountability, Team Work, Clear Communication, Honesty.
Great attitude	Demonstrates a great attitude, enthusiasm and a willingness to learn and develop extra skills and to help others.
Attention to Detail	Ensures information is complete and accurate.
Dependability	Is reliable and is able to meet deadlines in an efficient and effective manner.
Organization	Ability to plan, organize and prioritize to achieve work goals.
Initiative	Ability to use resources and opportunities effectively, set personal work programs.
Teamwork	Ability to work as part of a team co-operatively and productively.
Communication	Ability to communicate effectively at all levels, both in writing and orally.
Integrity	Demonstrates integrity, honesty and has the ability to earn trust and respect of others.

