

POSITION DESCRIPTION

Tree Management Officer

POSITION DETAILS

Date of Position Description	October 2024
Position Title	Tree Management Officer
Position Grade	9
Directorate Business Unit	City Assets and Operations Parks and Open Space
Reports to	City Arborist – Public Trees
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements
Job Location	316 Victoria Road, Rydalmere <i>(Council retains the right to alter locations should the operational need arise)</i>

POSITION OVERVIEW

This role reports to the City Arborist Public Trees and is responsible for delivering Arboriculture services focussing on customer requests to ensure Parramatta's public trees are maintained and improved to enhance the appearance of the city and to promote Parramatta as Australia's next great city.

KEY RESPONSIBILITIES

Role Specific

- Undertake reactive tree inspections, update and maintain councils CRM system, issue works and raise requests for further investigation.
- Triage service requests and re-assign to appropriate staff for actioning
- Action / investigate service requests (relevant to this position)
 - Tree maintenance on council land,
 - Tree removal (initial inspection)
- Assist where required to investigate insurance claims and similar matters relating to trees and provide relevant reports
- Undertake TRAQ/QTRA tree risk assessments
- Maintain and update relevant data bases such as the management and ongoing updating of tree management software.
- Provide a prompt, courteous and effective service to all internal and external customers.
- Adapt to changing priorities and undertake other tasks as directed, to assist the operational needs of the department.
- Ensure correct completion of all necessary administrative functions (electronic or paper based) associated with the department
- Have a good knowledge of Councils software and technology as it applies to the role and troubleshooting capabilities.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, including the COVID 19 Vaccination Policy, as amended from time to time

KNOWLEDGE

Qualifications

- AQF5 Diploma of Arboriculture
- TRAQ & QTRA
- Class C Driver's Licence
- Construction Induction (white card)

Experience

- Broad experience in arboriculture and urban forestry management
- Sound knowledge of relevant Australian Standards, in particular, Pruning of Amenity Trees
- Good communication and report writing skills;

Skills

- Tree asset database management skills
- Experience in horticulture with good plant identification skills