POSITION DESCRIPTION

POS 2757,2758,2759,27560
Truck Wash Operator

Directorate:	Operations	**Department:**	Facilities		
Position Grade:	8	**Reports to:**	Team Leader – Truck Wash Operator		
Last review:	February 2025	**Next review:**	February 2025	**Version No.:**	1.0

Position purpose:

To undertake the day-to-day operations and maintenance of Council's truck wash facility, ensuring high standards of service delivery, cleanliness, safety, and efficiency. The role is responsible for providing high-quality vehicle cleaning services, collection of payment, maintenance of the truck wash facility, and ensuring compliance with environmental and safety standards as well as council policy and procedures.

Key accountabilities/responsibilities:

Responsible for:

1. Providing high quality customer service whilst performing truck washing and detailing duties, including pre-wash inspections, applying cleaning agents, high-pressure washing, and post-wash checks to ensure vehicles meet cleanliness standards.
2. Providing vehicle cleaning services (including high pressure washing equipment), ensuring high service standards.
3. Operating and maintaining truck wash equipment, including high-pressure washers, water recycling systems, and chemical dispensers, while adhering to safe work practices, council policies and procedures.
4. Ensuring the truck wash facility is clean, safe, and operational, including regular maintenance, refilling consumables, and promptly reporting faults or repairs to the supervisor.
5. Monitoring and ensuring compliance with environmental regulations, including appropriate wastewater disposal, chemical handling, and adherence to Council's sustainability policies.
6. Conducting routine safety inspections, following safe work procedures, and using personal protective equipment (PPE) while performing duties.
7. Assisting with vehicle movement within the depot, including instructions for customers for directing and repositioning trucks for cleaning and detailing as required.
8. Engaging with internal stakeholders, including drivers and fleet coordinators, and making recommendations to Supervisor for improvement of scheduling and completion of cleaning tasks resulting in higher operational efficiency.
9. Administering point-of-sale transactions including EFT payments

Decisions made in the position:

1. Completion of daily vehicle washing and maintenance tasks according to the established schedule.
2. Ensuring truck wash equipment is in proper working condition and addressing minor maintenance issues.
3. Identifying and escalating major equipment failures or safety hazards to the Supervisor

Decisions referred:

1. Equipment repairs requiring specialist servicing.
2. Procurement of chemicals, cleaning supplies, and replacement parts.
3. Approval for changes in truck wash procedures or operational policies or procedures

Key issues/challenges:

1. Ensuring the efficient and timely cleaning of Council fleet vehicles and external customer vehicles to meet operational demands.

2. Maintaining truck wash facilities to comply with environmental and safety regulations.
3. Working effectively in various weather conditions and handling large vehicles in tight spaces.
4. Managing workload during peak fleet usage periods while maintaining the truck washing service for all customers.

Key working relationships:

- **Internal**: Team Leader – Truck Wash Operator, Fleet Coordinator, Vehicle Operators, Depot Staff.
- **External:** Customers, Suppliers, Contractors, Environmental Compliance Officers.

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POSITION SPECIFICATION

This section needs to be addressed in any application for this position.
Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Current Class C Drivers Licence
- Manual Handling Certification
- Possession of a current General Construction Induction card (White card)

Experience

- Relevant experience in vehicle washing, detailing, or industrial cleaning with strong attention to detail.
- Experience operating and safe handling of high-pressure washers and industrial cleaning equipment.
- Ability to work independently and unsupervised while following a structured cleaning schedule.
- Demonstrated customer service experience in a customer facing environment

Knowledge and Skills

- Knowledge of Work Health and Safety (WHS) regulations, environmental compliance, and chemical handling procedures.
- Understanding of water recycling and wastewater management principles.
- Ability to assess vehicle cleanliness and determine appropriate cleaning methods.
- Safe handling and use of cleaning agents, pressure washing systems, and related equipment.
- Strong attention to detail and ability to follow safety protocols, Council policy and procedure.
- Customer service skills to support external vehicle cleaning services.
- Customer service skills in relation to handling of EFT payment
- Effective negotiation skills with the ability to resolve a situation with a positive outcome

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Experience working with machinery.
- Good interpersonal, verbal and written communication skills with a friendly disposition
- Ability to work in a team environment and independently
- Strong work ethic, flexible and positive attitude

LIVERPOOL CITY COUNCIL

LIVERPOOL THE GREAT SOUTH WEST

Our vision:

Aspiring to do great things – for ourselves, our community and our growing city.

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous