

# Malcolm Taylor

Toowoomba QLD 4350  
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## Work Experience

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### **Customer Service & Duty Manager**

Dan Murphy's - Toowoomba QLD  
November 2019 to Present

Stock Replenishment- including cold room storage  
Customer service registers  
Customer service, click and collect service including collecting and picking of customer orders  
Assisting customers with item selection  
Assisting customers to their vehicles with purchases  
Manual handling of stock  
Manual handling of stock using flatbed and scissor lift trolleys  
Stock movement and rotation using electric and manual pallet jacks  
Stock movement and rotation using an electric walk behind forklift  
Duty Manager handling customer complaints  
Duty Manager leading teams to ensure operational targets are met  
Duty Manager closing of the store, counting POS monies and safe balances  
Duty Manager training new staff on all aspects of store operations including specific roles and tasks  
Duty Manager training new staff on quality control measures used in daily operations of store operations.

### **Water and Wastewater Operator**

TechServe - Cloncurry QLD  
September 2017 to December 2017

3 Month Contract to Operate;  
Cloncurry Shire Council Water Treatment Plant  
Cloncurry Shire Council Wastewater Treatment Plant and Reclaimed Water Systems  
Collect and Analysis Raw, Treated Water from the Water Treatment Plant and Treated Water from the Town Reticulation System  
Collect and Analysis Influent and effluent waters as well as reclaimed effluent used for irrigation  
Perform maintenance at Water Treatment Plant  
Perform maintenance at Wastewater Treatment Plant  
Perform maintenance at Wastewater Polishing Plant and Irrigation Services  
Input water analysis into excel spreadsheets  
Use SCADA to remotely operate Water Treatment Plant and Reticulation Reservoirs  
Use SCADA to remotely operate raw water dam pumps, raw water river pumps, raw water bores.

### **Regulatory Compliance Officer**

Toowoomba Regional Council - Toowoomba QLD  
April 2009 to February 2017

Ensure that preparation and ongoing compliance with Water Operations Branch Quality and HACCP systems and Council's Drinking Water Quality Management Plans and Recycled Water Management Plans under the Water - Safety and Reliability - Act 2008.

Key Responsibilities;

- Assist in the development, documentation and maintenance of Drinking Water Quality Management Plans (DWQMPs) and Recycled Water Quality Management Plans (RWMPs) for Toowoomba Regional Council.
- Undertake implementation and maintenance of Water Operations Branch Quality and HACCP systems, in conjunction with Quality Systems Coordinator.
- Coordinate and undertake interim Drinking Water Quality Incident, Quarterly and Annual Water Quality Monitoring Reports and compliance reports.
- Undertake and report quarterly Drinking Water and Wastewater Water Quality Reports for internal KPI reporting.
- Undertake when required internal auditing of Water Operations branch Quality and HACCP systems and approved DWQMPs and RWMPs. Assist Coordinator HACCP and Quality with internal auditing requirements
- Undertake responsibility for various activities in a specialised area.
- Coordinate and liaise with Operational staff and Laboratory Services Staff sampling programs to meet current DWQMP and Legislative requirements.
- Undertake water quality sampling when required to assist in maintaining compliance with internal and external regulatory compliance.

### **Regional Implementation Officer**

Toowoomba Regional Council - Toowoomba QLD

January 2011 to September 2011

- Implement quality systems across 24 Drinking Water Supply Schemes
- implement quality systems across 10 Wastewater Schemes
- Implement environmental systems for Drinking and Wastewater Schemes
- Provide training to staff to use implemented quality and environmental systems
- Provide training to staff for use of online and handheld water quality instrumentation
- Review existing water sampling programs across 24 Drinking Water Supply Schemes, and make changes to existing sampling programs to ensure compliance with internal and external regulatory requirements, including assigning new sampling locations and sampling parameters.
- Compile operational manuals for;

Workplace Health and Safety

Online water quality instrumentation

Handheld water quality instrumentation

Environmental spills

Treatment Plant Operation

Chemical Handling

- Compile operational spreadsheets for;
- Recording Drinking and Wastewater quality results for ISO:9001  
Recording of calibration results and history for online and handheld  
nstrumentation for quality systems

### **Water Treatment Plant Operator**

Toowoomba Regional Council - Toowoomba QLD

January 2007 to April 2009

**Dam Operator**

Toowoomba Regional Council  
January 2006 to January 2008

**Systems Controller**

Toowoomba City Council  
January 2006 to January 2008

**Water Treatment Plant Operator**

Toowoomba City Council  
January 2006 to January 2007

**Water Supply Operator Trainee**

Toowoomba City Council  
January 2005 to January 2006  
Licensee - Operator Owner

**Owner/Operator Australia Post Outlet**

Australia Post - Greenmount QLD  
June 2000 to August 2004

**Small Office Equipment Technician**

Rufen Computer - Charleville QLD  
December 1999 to June 2000

**Agricultural Fitter**

Gyral Implements - Toowoomba QLD  
January 1994 to September 1996

## Education

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**Diploma in Business**

Toowoomba Education Centre - Toowoomba QLD  
January 2009 to Present

**Diploma in Water Operations**

Simmonds and Bristow - Toowoomba QLD  
January 2013 to December 2013

## Skills

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- LABORATORY
- LIMS Laboratory Database (5 years)
- TREATMENT PLANTS
- DATABASE
- Microsoft VISIO

- Customer Service
- Microsoft Office (10+ years)
- POS
- SCADA (10+ years)
- Mentoring (10+ years)
- Customer Care
- Manual Handling (10+ years)
- Stock Management (5 years)
- Stocktaking (7 years)
- Microsoft Project
- Adobe Acrobat Professional (10+ years)
- Internal Audits

## Awards

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### **5 year Long Service Award**

June 2011

- 5 years work history at Toowoomba Regional Council

### **10 year Long Service Award**

April 2017

10 years work history at Toowoomba Regional Council

### **10 Year Long Service**

June 2005

10 - year long service recognition award Warranted Scout Leader - Scouts Australia

## Certifications and Licenses

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### **Responsible Service of Alcohol**

November 2019

### **Diploma Water Operations**

December 2013 to Present

- Contribute to continuous improvement of quality systems
- implement and manage environmental management policies, procedures and programs
- implement and manage groundwater management plan
- implement and manage potable water system management plan
- implement and manage water treatment processes monitoring program
- Develop and review water treatment process management plan
- Participate in the coordination maintenance of a systematic approach to managing OH&S

### **Diploma Business Management**

December 2009 to Present

- Develop process for the management of breaches in compliance requirements
- Manage quality customer service
- Manage operational plan
- Facilitate continuous improvement
- Ensure safe workplace
- Manage projects
- Manage Risk
- Ensure Team Effectiveness

## **Safety Inspection and Testing of Electrical Equipment**

January 2007

- Mega Testing

## **Traffic Controller**

January 2016

## **Mutual CD - Part of**

March 2008

## **Confined Space**

September 2017

## **Self Contained Breathing Apparatus**

September 2017

## **Working at Heights**

September 2017

## **4WD Operation & Recovery Course**

June 2005

## **NB009 Welding and Thermal Cutting**

January 1993

## **Senior First Aid**

September 2017

## **Additional Information**

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### **Links**

<https://tailleir.wixsite.com/career>

### **Referee's**

Brad Wingett - Store Manager Dan Murphy's 2023 to present

Adam Grandison - Customer Experience Manager Dan Murphy's

Nic Whittaker - Line Manager Dan Murphy's 2020-2023

Brock Sallway - Duty Manager Dan Murphy's 2019 to Present

Cassandra O'Connor - Duty Manager Dan Murphy's 2020 to Present

Thomas Hampton - Engineer Cloncurry Shire Council

Gary Kent - Team Leader TECHSERVE

Alan Kleinschmidt - Former Manager Water Operations Toowoomba Regional Council