

# POSITION SUMMARY

## CASUAL GATEHOUSE CASHIER (623)

<b>Directorate</b>	Engineering Services
<b>Section</b>	Water and Waste
<b>Classification</b>	Band 1, Level 3, Grade 3
<b>Position Status</b>	Casual
<b>Commencing hourly rate</b>	\$31.75 per hour + weekend penalty rates when applicable
<b>Reports to</b>	Solid Waste Supervisor
<b>Direct Reports</b>	Nil
<b>Work Location</b>	Waste Management Centre

### Position Purpose

- To undertake gatehouse duties at the Waste Management Centre on Sundays
- Act as a Relief Gatehouse operator during staff absences and assist to cover lunch breaks.

### Key Responsibilities

- To differentiate between vehicle and waste types and determine the correct tipping charges, using a weighbridge and either a manual or computerised operating system
- The correct use of cash and cash handling equipment, in particular a computerised cash register, in the collection of tip fees
- Answer/ process general enquiries and requests on Council functions at the Waste Management Centre
- Screen all wastes entering the WMC
- Complete standard forms and reports, daily account and cash balancing
- Portray a positive, professional and courteous image to members of the public and other staff members and resolve any conflicts with patrons of the Solid Waste Disposal Depot.
- Minor clerical & data entry works when permitting.

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

## Selection Criteria

### Essential

- Must be available and willing to work on short notice
- Willingness to undertake short shifts (2-4 hours) if required.
- Proven Excellent Customer Service Skills
- Demonstrated Communication skills including responding to telephone enquiries
- Knowledge of Microsoft Office including Excel, Outlook and Word
- Excellent cash handling, electronic payments and reconciliation skills
- Ability to work well on your own and as part of a team
- Good organisational and time management skills
- Current C class driver's licence

### Desirable

- Basic knowledge of waste management
- First Aid Certificate
- Knowledge of WHS Legislation
- Knowledge of recycling and waste management procedures
- Experience with handling difficult customers
- Experience in the use of office equipment

## Expected Organisational Standards

- Follow defined WHS procedures
- Provide service to customers
- Work effectively in the local government context
- Work with others in local government
- Communicate in the Workplace
- Follow defined risk management policies and procedures
- Follow defined ethical guidelines from Council, including Code of Conduct
- Follow defined environmental sustainability guidelines.

## Employment Conditions

- Hours of work are as required – The Waste Management Centre is open 7 days a week.
- Superannuation of 10.5% paid by Council
- Medical (including drug and alcohol) and audio required as part of selection process if requested by Council.

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