# **Position Description**

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| **Position Title:** | Customer Service and Resource Recovery Team Leader |
| **Directorate:** | City Wide Services |
| **Service Unit:** | Waste Services |
| **Salary Point:** | 8 |
| **Position Reports To:** | Waste and Landfill Operations Coordinator |
| **Staff Management:** | Yes |
| **Budget Responsibility:** | No |
| **Date PD Reviewed:** | January 2019 |

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| **Organisation Context of Position** |
| Newcastle City Council employs over 900 staff and is responsible for a local government area of 187km2. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, Newcastle City Council has a variety of locations across the City and encompasses 5 Directorates:   * Governance * Strategy and Engagement * People and Culture * Infrastructure and Property * City Wide Services   The purpose of the City Wide Services Directorate is to:   * Ensure Council's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across Council. * Facilitate a high level of community connection across and on behalf of Council. * Ensure services are set at a level that is clearly articulated to the elected Council and which are financially sustainable. * Set a benchmark for the organisation of exemplary customer service.     The Service Units and Elements that form the City Wide Services Directorate are:   * Art Gallery (Service Element) * Museum (Service Element) * Civic Services * Libraries & Learning * Customer Service * Waste Services * Facilities & Recreation |

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| **Workplace Health & Safety** | |
| **WHS RAA Level** | Level 5 |

**Mission Statement**

As the leader of a dynamic team responsible for high standards of Customer Service and resource recovery the Team Leader is required to set the standards for Customer Service and cleanliness at the Resource Recovery Centre whilst maximising the recovery of target resources and reducing waste to landfill.

This role is one of the main interaction points with our customers and is the advocate of recovery, recycling and improving our environment and is required to educate and assist our staff and customers to reduce waste to landfill and promote sustainable practices.

As a leading position in the recovery and recycling space the role is required to supervise the day to day activities and team to extract recoverable materials from the waste stream to avoid landfill and therefore reduce the cost to both Council, our Customers and the environment.

**Position Responsibilities**

* To assist the Coordinator to ensure the smooth, safe and efficient operation of the Summerhill Waste Management Resource Recovery Centre [RRC].
* Ensure the RRC is operated in accordance with its Environmental and Work, Health & Safety statutory requirements.
* Develop and monitor KPI’s to maximise resource recovery, in liaison with the Operations Coordinator, at the RRC.
* To provide a high level of customer service to users of the Centre and maintain a professional image for Council.
* To operate safely and efficiently, leading by example, on all pieces of heavy plant and equipment on site with minimal supervision when required, ensuring that availability and usage is maximised
* Active participation in the competency-based training and assessment program to meet requirements of the position.
* Carryout emergency procedures in relation to fire and first aid if accidents occur on the site.
* Assist the Operations Coordinator to ensure that designated tasks are undertaken in a safe, efficient and courteous manner at the Summerhill Waste Management

Centre.

* Conduct / assist with the presentation of team meetings, tool box talks, etc.
* Promote and deliver Councils Corporate Values of Cooperation | Respect | Excellence | Wellbeing (CREW) and maintain a high standard of customer service and satisfaction.
* Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee’s skill, competence and training.

**Position Selection Criteria**

**Essential**

1. Demonstrated previous experience in the supervision of labour, contractors, plant and materials to achieve optimum outcomes in a waste management, resource recovery or similar environment.
2. Commitment to working staggered, non-standard work shifts over 7 days a week.
3. Awareness and demonstrated commitment to WHS and Environmental principles and practices.
4. Demonstrated knowledge and the delivery of principles and practices related to Workplace Health & Safety and Waste Management legislation.
5. Experience in rostering and working in an environment where flexibility and responsiveness to change is required on a regular basis.
6. Demonstrated ability to resolve conflicting work place activities and/or points of view and manage variable workloads that often have peak demands.
7. Well-developed verbal and written communication skills.
8. Sound computer skills including data entry and retrieval in Microsoft format.

**Desirable**

1. HR Class Drivers Licence.
2. Working knowledge and experience in landfill operations.
3. Current and in date Resource & Infrastructure Industry competencies for Excavator, Front End Loader, Bulldozer and Dump Truck issued by an RTO (Registered Training Organisation) as per below

* RIIMPO323A or D - Conduct Civil construction dozer operations
* RIIMPO318D – Conduct Civil Skid Steer Loader Operations
* RIIMPO321B or D - Conduct Civil construction wheeled front end loader operations
* RIIMPO320B or D - Conduct Civil construction excavator operations
* RIIMRIIMPO337D - Conduct Articulated Haul Truck Operations

1. Current Senior First Aid Certificate.
2. Experience in managing culture and behaviour change within challenging environments.