

Position Description

Position title:	Customer Service and Resource Recovery Operator
Directorate:	City Wide Services
Service Unit:	Waste Services
Reports to:	Customer Service and Resource Recovery Team Leader
Direct reports:	Nil
Salary point:	5
Work location:	Summerhill Waste Management Centre
Date revised:	26 May 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Waste Services?

The Waste Services Service Unit is committed to providing waste minimisation and recycling solutions and ensuring the long-term sustainability of our waste management operations. The unit manages a variety of key service elements including kerbside collection, public place waste collection, landfill operations, education and engagement, administration and accounts, environmental management and business development. Customer service and responsiveness as well as a team culture that is performance based and promotes continuous improvement are fundamental in delivering on these elements and servicing our community.

What's the focus of this position?

To ensure high customer service standards 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 'champion' of recovery, recycling and improving our environment and is required to educate and assist our customers to reduce waste to landfill and promote sustainable practices.

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

What you'll be doing:

- Maintain the cleanliness and safety of the Summerhill Waste Management Centre to ensure effective waste management and recycling operations.
- Undertake waste classification of waste loads being disposed of at the Summerhill Waste Management Centre, ensuring that waste is disposed of or recycled correctly, safely and appropriately.
- Effectively identify and sort nominated recoverable materials into designated locations
- Effectively and safely complete all assigned tasks while adhering to WHS and Environmental statutory obligations of the Summerhill Waste Management Centre.
- Safely and effectively control and direct customer's and their vehicles to the desired disposal or recycling location(s).
- Provide a high level of customer service, including advice as to how customers can take advantage of the pricing structure via source separation of waste materials.
- 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.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Ability to work with minimal supervision.
- Awareness and demonstrated commitment to WHS and Environmental principles and practices.
- Demonstrated ability to effectively communicate with the public and team members to provide a high level of customer service.
- Physical ability to perform the work of a Customer Service & Resource Recovery Operator.
- Available to work weekends when required.
- Available to work staggered, non-standard, start and finish times.
- Knowledge and understanding of the physical characteristics of General Solid Waste.
- Previous experience in waste management or civil construction.
- Willingness to train for certification or obtain additional competencies to meet operational requirements, including operation of plant and equipment when required

Other valuable skills you may have:

- Previous experience dealing with the public and responding to general enquiries regarding waste management operations.
- Heavy Rigid Licence (HR)
- Minimum of twelve months experience within the Waste Management Industry, or similar, responsible for (a) receiving and directing heavy vehicles, (b) waste screening and (c) waste classification (d) Operating Heavy Plant.

- Previous experience in a labouring and/or maintenance role (e.g. general labouring, working around traffic, maintaining small plant and machinery, installation and maintenance of sediment and erosion control systems).
- Previous experience in the safe operation of heavy plant and equipment such as, but not limited to, front end loader, articulated dump truck, excavator, dozer and/or skid steer loaders and Telehandlers.
- Knowledge of waste avoidance and resource recovery principles and objectives.
- Previous experience and knowledge in the correct and safe handling of Asbestos and Asbestos Impacted Materials.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	