

Position Description

Position title:	General Hand (Washbay Attendant)
Directorate:	City Wide Services
Service Unit:	Waste Services
Reports to:	Waste and Commercial Collection Manager
Direct reports:	Nil
Salary point:	3
Work location:	Summerhill Waste Management Centre
Date revised:	February 2021

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?

The General Hand (Washbay Attendant) is a member of the Waste and Commercial Collections section with a focus on safety, high-quality customer service outcomes and operational efficiency, including an emphasis on continuous improvement. This is a key a front-line-support collections position and is critical to the effective provision of the collections service to the community. This position provides general hand (washbay attendant) duties and these duties include maintaining the cleanliness of City of Newcastle's (CN) waste collection vehicles and other items of plant and equipment utilising relevant cleaning equipment and to undertake daily refuelling of select collection vehicles and other items of plant and equipment. As part of skills-building and succession planning there is opportunity to provide relief coverage across the section, including driving.

What you'll be doing:

- Providing general hand (washbay attendant) duties for the Waste Services section. These duties may include (but are not necessarily limited to); maintaining the cleanliness of CN's waste collection vehicles (and other items of plant and equipment such as bins, enclosures, stands and other associated items) utilising relevant cleaning equipment such as cleaning chemicals, pressure washers, hoses, brooms, etc and using ladders and elevated work platforms.
- As directed, undertake daily refuelling of select CN collection vehicles and other items of plant and equipment as well as liaising with the CN Workshop daily to ensure scheduled vehicle maintenance cleaning is completed in an efficient, productive and timely manner.
- To provide relief / coverage for the Waste Services team, including (but not necessarily limited to) collection vehicle operators (rear load and side load), other general hand positions and offsideers.
- Flexibility to work afternoon shifts, and morning shifts where required.
- Ensure the completion of any required waste collection activities in a safe, efficient and courteous manner throughout the City of Newcastle area.
- Maintain any allocated plant and equipment as per CN's and manufacturer's specifications and requirements, including (but not necessarily limited to) maintaining correct levels of fuels, oil/s and coolants.
- Ensure compliance with all RMS, statutory and CN standard operating procedures, policies and regulations.
- Provide a quality service to all customers, both internal and external.
- Complete all required tasks whilst adhering to CN's safety guidelines, WHS responsibilities and relevant Road Transport and Motor Vehicle legislation and acts.
- Use the mechanical resources provided in such a manner to ensure longevity of the machinery through utilisation of proper operating and maintenance techniques.
- Complete all tasks as assigned by the Waste Collections & Systems Coordinator to ensure maximum efficiency and productivity within the waste collection team.
- Adhere to all requirements as per the relevant CN Agreement.
- Any other accountabilities or duties as directed by the Coordinator / Manager, which are within the employee's skill, competence and training.

The essentials you'll need:

- Class HR driver's licence.
- Moderate experience in washbay operations including (but not necessarily limited to) operating mechanical and manual cleaning equipment (such as pressure washers, hoses, brooms, etc) and using ladders and elevated work platforms.
- The ability to safely drive and manoeuvre heavy rigid vehicles especially in tight and difficult to navigate situations.
- The ability to manually-handle two and four wheeled waste containers and associated equipment such as enclosures and stands.
- Flexibility to work public holidays (as required) as well as undertake reasonable overtime (when available).
- Flexibility to work afternoon shifts, and morning shifts where required.

- Working knowledge of relevant WHS requirements.
- Ability to work with minimal supervision.
- Solid literacy and numeracy skills, including moderate computer skills.
- A solid level of written and oral communication skills.
- High customer service focus and commitment to continuous improvement, with a demonstrated ability to communicate effectively with customers and residents.
- Demonstrated ability to work in a team within a multi-disciplined environment.
- An ability to follow collection route maps and work sheets, both written and electronic.
- Ability to organise and prioritise workload to ensure maximum efficiency and productivity.

Other valuable skills you may have:

- Previous experience in the operations of waste collections vehicles / activities within the waste collections industry, including rear loading waste collections vehicles and dual control side loading waste collection vehicles.
- Previous experience with “offsider duties” within the waste collections industry, including (but not necessarily limited to) bin manoeuvring and emptying (two and four wheeled), loading / collection of bulky goods and operation of mechanical waste bin collection aids (e.g. bin lifters, lifting frames, etc) and mobile waste compaction equipment.
- Previous experience in the delivery, removal, repair, maintenance, cleaning and installation of bins and associated equipment such as enclosures and stands.
- Previous experience with the operation and use of GPS in-vehicle routing / scheduling / reporting software systems.
- Familiarity with the City of Newcastle local government area.

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:	