

POSITION DESCRIPTION

Position Title:	Waste Contract and Collection Coordinator	Position Code:	WSWCS
Division:	Infrastructure & Operations	Grade:	G
Location:	Dubbo/Wellington	Hours/Week:	38
Reports to:	Manager Solid Waste		
No. Direct Reports:	6	No. Indirect Reports	Nil

Primary Purpose of Position

The Waste Contract and Collection Coordinator coordinates the day to day resources requirements in order to ensure efficient collection of food and garden organics, recycling and garbage across the local government area. This includes:

- Coordination of the schedule of all allocated collection trucks and cleanup contractors.
- Sourcing and supervision of required resources – plant, labour, materials.
- Contract management and coordination of services.
- Management of Councils including repairs and replacement of all collection assets including trucks, bins and facilities.
- Customer liaison including CRM resolution.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Project / Programme Co-ordination	<ul style="list-style-type: none"> • Understand client and programme requirements. • Assist with consultation plans in relation to projects and programmes, such as annual cleanups. • Obtain and respond to client and public feedback regarding projects and programmes. • Day to day coordination of all allocated collection trucks, transfer station bin changing, and litter collection in conjunction with the landfill and transfer station coordinators. • Ensure compliance with and efficient implementation of the Defined Asset Management Policy as it applies to programmes assigned. • Coordinate the installation and repair to all waste collection assets including trucks, bins and facilities. • Emergency response assistance. • Review and coordinate changes to ensure that all activities are performed in an efficient and effective manner.

Key Accountabilities / Duties	
Contract Management	<ul style="list-style-type: none"> • Coordinate the activities performed by the waste collection and other contractors. • Ensure that the contractors are undertaking their duties in accordance with the relevant contract documents. • Resolve any contract disputes in a collaborative and consultative approach. • Ensure all services are provided to customers in a timely manner.
Teamwork and Involvement	<ul style="list-style-type: none"> • Regular liaison with engineers and office staff to allow efficient and timely project decision making. • Facilitate site induction and information flow to operational staff and contractors. • Networking with clients, staff and appropriate bodies both within DRC and externally is undertaken.
Performance Management	<ul style="list-style-type: none"> • Ensure staff in the Branch are performance managed effectively and in line with DRC policies. • Ensure that the contractors' performance is managed effectively. • Undertake training and development activities as required.
Management systems	<ul style="list-style-type: none"> • Follow organisational systems and procedures in the delivery of projects and programmes. • Develop required new systems elements. • Contract Supervision processes are followed.
Waste Services Team Support	<ul style="list-style-type: none"> • Participate and contribute to an effective and productive team • Assist in any other matters as requested by the Manager Solid Waste and as part of the waste team to ensure that Waste Services operate in an effective and efficient unit.
Leadership	<ul style="list-style-type: none"> • Represent the branch in a professional and ethical manner • Provide the communication link from the Manager to your members of staff and to the contractors.
Team/People Management	<ul style="list-style-type: none"> • Supervise your team and their duties ensuring that individual accountabilities and performance are monitored and achieved. • In conjunction with HR policies, make recommendations to the Manager on appointments, promotions and terminations of staff under your control. • Ensure that the organisation's policies and procedures are fully understood and adhered to by your team. • Ensure appropriate communication to your team to ensure awareness of relevant key issues • Foster good team work and high staff morale within the team.

Inherent Requirements of the Position

- Class C Drivers Licence
- General Construction Induction card.
- Pre-employment health assessment.
- First Aid certificate.
- This position is required to wear an approved DRC uniform at all times.
- This position is required to work indoors and outside, in public and non-public areas as a part of the role, thus a reasonable level of fitness and good manual handling techniques are an inherent requirement of the role.
- The position is provided with a DRC mobile phone which must be carried at all times. Personal calls are to be reimbursed regularly.
- Willingness to undertake further study as required.

Selection Criteria

Essential

1. Certificate IV in Business or related discipline
2. Demonstrated work related experience in waste collection or contract management.
3. Demonstrated customer service focus and staff coordination and management.
4. General administrative skills demonstrating a competent level of literacy and numeracy and competent computer skills with experience in email and Microsoft office programs.
5. Dubbo Regional Council geographic knowledge, spatial awareness.

Desirable

6. Previous Local Government experience.
7. Technical qualifications in waste management
8. Ability to effectively contribute to staff development

Organisation Wide Accountabilities

Corporate Values	<p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> • Customer focused: We are passionate about serving our community and creating a great place to live • Integrity: We act with integrity and professionalism and we are accountable to deliver the results we promise • One team: We work as one team and partner with others to deliver more than we can achieve alone
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures

	<ul style="list-style-type: none"> • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture and Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: