

# Position Description



<b>Position Title:</b>	<b>Waste Administration / Customer Service Officer – Job share role</b>
<b>Position Number:</b>	<b>WACS01</b>
<b>Purpose of Position</b>	To provide customer service for domestic and non-domestic waste management services. This role assists with data maintenance for services & debtor accounts. Resolution of service issues in writing or by phone including direct liaison with service contractors. The monitoring of office material stocks & replenish when necessary. This role also provides input into service reviews, policy & educational material.
<b>Grade of Position:</b>	Band 4  May be responsible as a co-ordinator for the operation of a small section, the position completes tasks requiring specialised technical/administrative skills.
<b>Hours of Work:</b>	14 hours per week
<b>Department:</b>	Operations
<b>Section:</b>	Waste Management
<b>Position Reports to:</b>	Manager Waste & Cleansing
<b>Number Supervised:</b>	Nil  Director Operations
<b>Approved by:</b>	Date:

## CONTACTS

### Key Contacts Within Department

- Manager Waste & Cleansing
- Waste Contracts & Projects Officer
- Waste Admin & Education
- Waste Contracts Co-ordinator

### Key Contacts in Other Departments`

- Customer Services
- Accounts / debtors
- Rates Officer
- Internal Customers

### Key Contacts Outside Council

- Waste/Recycling/Trade Collection Contractor
- External Customers / Public
- Disposal/Recycling/Green Waste Processing Contractors

**Budget Allocation:** Nil

## EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name: .....

Signature: .....

Date: .....



## GENERIC OUTPUTS OF POSITION

- **Comply with WHS Legislation, Policies and Procedures**
  - Maintain a high standard of housekeeping and a safe work area
  - Identify and report all Hazards for your area
  - Wear required Personal Protective Equipment (PPE)
  - Participate in the development and review of Risk Assessments
  - Adhere to control measures and safe systems of work
  - Report all Incidents and Near Misses
  - Meet in reporting timeframes
  - Comply with the Return to Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
  - Act to prevent workplace harassment, discrimination and bullying
  - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
  - Comply with Council's Statement of Business Ethics
  - Behave ethically and transparently
  - Contribute towards the achievement of Council's strategic plans
  - Lead by example
  - Support sustainable programs and activities
  - Learn and comply with Council's strategies, policies and procedures
  - Act with care for the local environment and community
  - Take responsibility for your actions
  - Care for Council's people, assets and finances
  - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
  - Store and maintain corporate records in Council's electronic document
  - records management system in accordance with relevant standards,
  - procedures and the State Records Act
- **Perform as a Team Member**
  - Productively contribute to the outcomes of work teams
  - Work cooperatively with team members and supervisor
  - Maintain an attendance record that contributes positively to team productivity
  - Carry out allocated tasks to standards required
  - Use good judgement and problem solving skills
  - Obey all lawful instructions
  - Attend and positively contribute to team meetings
  - Work cooperatively to achieve Work Plan timeframes and measures
  - Regularly review with supervisor own performance against required outcomes
  - Complete an annual performance assessment and Work Plan
- **Complete required learning and development programs**
  - Learn and share knowledge
  - Complete induction/re-induction program
  - Complete job-specific training programs
  - Complete relevant legislative-based training
  - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
  - Be accessible and provide customers with clear and accurate information
  - Deliver timely, punctual and reliable service to customers
  - Communicate with customers in a professional and courteous manner
  - Maintain a good flow of communication with customers
  - Manage customer enquiries, records and complaints
  - Complete all paperwork and on-line recording within required time limits
  - Maintain a high standard of personal grooming and hygiene
- **Maintain Workplace Security**
  - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

## ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

### 1. Required Qualifications/Certificates

- No formal qualifications required

### 2. Required Experience

- Min 2 years' experience in customer service role.
- Min 2 years' experience in corporate administration procedures including maintenance of records, correspondence and phone manner.
- Experience in using Council` corporate software

### 3. Required Skills

- Excellent oral and written
- Excellent phone manner
- Dispute resolution skills
- Organisational administration skills
- Competent in using corporate software applications
- Ability to recommend appropriate course of action for services.
- Ability to resolve most service issues directly within Contract limits.
- Ability to liaise with internal & external customers on a professional level.

## OPERATIONAL OUTPUTS OF PERSON IN POSITION

- Maintain currency of knowledge regarding Council's services, policy & systems.
- Maintain currency of knowledge regarding waste disposal, recycling, reuse and avoidance.
- Action CRM, correspondence and phone calls within corporate response times.
- Provide accurate advice to customers on disposal, recycling and other waste reduction matters.
- Maintain Trim records and filing of documents in accordance with corporate standards and naming convention.
- Assist and provide input into promotional / educational materials where required.
- Assist in providing updates and information to Council's central Customer Service centre where required.
- Assist in keeping up to date and maintaining Council's Trade, Domestic and Rates data relevant to services in conjunction with Rates Section.
- Maintain a professional phone manner that is polite, efficient and accurate in information and resolve service issues.
- Assist in providing trade waste service data relevant to Council's payments to its service Contractor.
- Assist in providing input into service reviews, policy and educational material where required.
- Provide day to day phone contact with service contractor relating to service delivery and operational matters
- Sell & promote Council's trade services
- Resolve service complaint issues between customers and Contractor.