

Waste and Litter Response Officer

Reports to	Waste and Resource Recovery Coordinator	Direct reports	None
Classification	Band 3		
Position number	556605		
What will you do? Service Delivery <ul style="list-style-type: none"> Undertake waste and litter collection programs with an emphasis on resource recovery including: <ul style="list-style-type: none"> Dumped waste and litter collection Public open space and reserves cleaning Activity centres Dead animals Where necessary, assist with the delivery of other tasks for the Waste team, including but not limited to domestic waste. Dispose of waste/litter collected at designated landfill and/or resource recovery facilities. Utilise mobile computing devices in the field. Maintain, replace and install Council litter bins as required. Embed the customer charter by putting the customer at the centre of service delivery. Operate compactor truck to empty rubbish bins at Council facilities and reserves as required. Wash and clean the waste compactor in accordance with health regulations as required. Systems and process <ul style="list-style-type: none"> Provide quality services in the area of litter and waste service delivery in particular undertaking proactive litter collection. Ability to assist in the development of improved efficiencies and procedures. People <ul style="list-style-type: none"> Ability to work as part of a team. Ability to gain co-operation and assistance from members of the public and other employees in the delivery of assigned tasks. 		Who are you? <ul style="list-style-type: none"> An individual with knowledge of the maintenance operations, practices and procedures relating to litter collection, litter bin maintenance, as well as being able to competently operate a garbage compactor. Practical skills in the installation and maintenance of litter bins. Ability to competently operate / drive the nominated plant, vehicles or equipment. A team player, committed to best practice and continuous improvement. Have a Victorian Medium Rigid Driver's Licence. What do we expect? <ul style="list-style-type: none"> Display a willingness to work towards continuous improvement. Follow all procedures to ensure trouble free operation for our internal and external customers. Be committed to maintaining a safe and healthy workplace. Act consistently with our Employee Code of Conduct. Record and act upon any problems relating to product and system quality, safety and environmental risk. Aim to generate improvements in quality, safety, environment and people management. 	

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What are your key responsibilities?

Service Delivery	<ul style="list-style-type: none">• Carry out various maintenance tasks in a safe, effective and efficient manner including the operation of Council plant.• The ability to assess situations, arrive at appropriate works solutions and show judgement as to when to contact / advise the Supervisor.• Knowledge of the maintenance operations, practices and procedures relating litter bin maintenance.• Experience in the operation of waste compaction truck.• General labouring duties and use of hand tools.• Good oral and written communication skills.• Provide all necessary explanations of problems or issues encountered on the job that affects; safety, proper completion of the job, or details of any improvement opportunities.• Complete administrative activities relevant to the position, including but not limited to pre-start checks and risk assessments.• Undertake other duties as directed by the Supervisor.
Systems and Processes	<ul style="list-style-type: none">• Follow the quality and safety management procedures to ensure trouble free operation for our internal and external customers.• Ability to record and act upon any problems relating to product, system quality and safety.• Utilise technology, including computers, tablets, and software. This includes using software to access customer requests, adding notes and images and closing requests.
People	<ul style="list-style-type: none">• Ability to work as part of a team.• Work to gain co-operation and assistance from members of the public and other employees in the delivery of assigned tasks.• Build and maintain internal and external relationships, critical to success.

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What are the key requirements?

Accountability and extent of Authority	<ul style="list-style-type: none"> Carry out the tasks as requested by the Supervisor to the required quality standards using the appropriate methods and procedures and to complete tasks in accordance with the given time frames. Responsible for the planning, organising and prioritising of general day to day work activities of Council's waste and litter collection and disposal programs. Responsible for own health and safety and the health and safety of others, including contractors, residents and staff that are directly involved or affected by works being carried out. Responsible for ensuring that waste and litter vehicles and plant are maintained in a safe and clean manner. Have an understanding of the responsibilities of the position arising from the Council's management system including quality, safety and environmental. Responsible for the supervision of less experienced staff and trainees.
Judgement and Decision Making	<ul style="list-style-type: none"> Ensure that all operations on road and off road comply with the traffic regulations avoiding hazards and are completed in accordance with the appropriate procedures and practices. Place signs and safety devices out in accordance with Australian Standards AS 1742.3 and the Victorian Worksite Safety Traffic Management Code of Practice when undertaking roadside litter collection. Ability to respond to all general customer inquiries in a professional manner and redirect more specific inquiries as appropriate. Ability to make decisions based on knowledge and experience that ensure problems and issues related to the position are promptly remedied or reported to appropriate persons.
Specialist Skills and Knowledge	<ul style="list-style-type: none"> A demonstrated understanding of municipal amenity service operations and practices. Proficient in the safe operation and basic maintenance of heavy mechanical plant and equipment. Ability to inspect, assess and report on a range of public assets and infrastructure issues. Sound understanding of works programming and appropriate plant/equipment selection. Ability to competently operate / drive the nominated plant, vehicles or equipment. Ability to record and act upon any problems relating to product, system quality and safety. Demonstrated ability to follow processes and procedures, particularly in relation to Occupational Health and Safety.
Management skills	<ul style="list-style-type: none"> Demonstrated ability to manage time and work priorities effectively and be flexible to respond to urgent matters. Demonstrated ability to operate with minimal supervision and show high levels of initiative. Adopt safe working practices and take corrective action when required.
Interpersonal skills	<ul style="list-style-type: none"> Ability to gain cooperation and communicate verbally to a broad range of people. Demonstrated ability to contribute and work in a diverse team environment and the ability to work individually or part of a team. Demonstrated written and oral communication skills. Ability to deal with difficult situation and customers with composure, handling complaints effectively while presenting a positive Council image.

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Qualifications and Experience	<ul style="list-style-type: none"> • Medium Rigid truck licence. • Certificate II or III in Waste Management (desirable) or substantial knowledge and experience in the field of waste and litter collection and disposal operations, resource recovery and/or cleaning or maintenance activities. • Proficiency in the utilisation of heavy mechanical plant and equipment with emphasis on waste and litter collection vehicles. • Ability to plan, program and monitor the progress of works and programs including being proficient in maintaining accurate records of works, ideally in an electronic format. • Knowledge of safe work practices and procedures relating to the role. • The following licences and training competencies are advantageous: <ul style="list-style-type: none"> • OH&S & White Card • Traffic Control Training • Manually Handling Training
Mandatory Requirements	<ul style="list-style-type: none"> • Medium Rigid truck licence. • Desirable to have proven experience in the operation of a compactor truck and of specialist tools and equipment for installing and maintaining litter bins.