

Commercial Plus Tenement Management Administration Officer Position Description



Moreland
City Council

Position number: 3367

Classification: Band 4

EA: Moreland City Council Enterprise Agreement

Department: City Infrastructure

Branch: City Services

Unit: Waste

Reports to: Unit Manager Waste

Supervises: N/A

Approved by: [Type position title here]

Organisational values:



Date Created:

Date Modified:

Date Approved:

Date Printed:

Position objectives

The primary objective(s) of this position are to:

The commercial plus service was launched in 2006 and was designed to provide a range of properties, particularly commercial properties with access to flexible waste collection services. The primary objective was to generate revenue through the service. Over the years the Commercial plus service is at odds with Moreland's waste minimisation strategy, as a result the pricing of the service has been uncompetitive and new and existing (that query) customers are encouraged to use a private service. Currently the service invoices 200, 000 per annum, long term the service in current pricing form is unsustainable. Given this, since commencing in the role in 2016 have tackled the role more broadly;

Initiate and coordinate programs to maintain and develop waste revenue through improving end to end quality assurance from delivery of bins to collection of a waste charge.

Waste Reporting - Support the delivery of Council's kerbside waste collection through timely and accurate reports regarding waste tenements and waste service performance.

Waste Management Planning – Review and provide recommendations to improve the delivery of Council's kerbside waste collection at problematic sites particularly Multi Unit Development Sites.
Commercial Plus - Manage the Commercial Plus waste service including customer care, invoicing, and debt recovery.

Waste Improvements – Coordinate system planning requirements to ensure that waste service changes are integrated effectively into the operational delivery of the service.

Detailed duties and expectations of the position are described in “Key Responsibility Areas”.

Key responsibility areas

	Activity	Extent of responsibility
1	Initiate and Coordinate Waste Management Programs to maintain and develop waste revenue (Including Commercial Plus)	Primary responsibility – Coordinate waste improvement programs that focus on ensuring that waste revenue is consistently maintained from application of a waste charge and debtor to reducing bin losses and futile visits through bin deliveries.
2	Bin auditing, data collection and reporting	Primary responsibility – This position audits bins, collects data and reports using that data. The position provides recommendations and coordinates activities to improve reporting, data collection and system performance.
3	Waste Management Planning	Primary responsibility – This position is responsible for reviewing and facilitating resolution of collection issues identified at existing high density sites.
4	Commercial Plus	Primary responsibility - This position is responsible for administering the Commercial Plus service. This position manages invoicing,

		logistics and budgeting for Commercial Plus in conjunction with the Unit Manager.
5	Waste Improvements	Primary responsibility – This position is responsible for considering and recommending system/process requirements to ensure that any waste service change is integrated effectively into delivery.
6	Customer requests and complaints (CRS)	Primary responsibility - To ensure appropriate action and closure of CRS relevant to the position's areas of responsibility (size queries, allocation of bins, bin placement, delivery of bins and Commercial Plus).
7	Pathway information	Primary responsibility – This position gathers accurate information for Pathway regarding bin types and sizes allocated to each property
8	Bin Placements	Secondary responsibility – This position supports collection crews by undertaking audits, and may assist with education and enforcement relative to bin placement
9	Miscellaneous duties	Secondary responsibility – Assist Unit Manager and Works Officers as appropriate/required

Other duties and expectations of the position include:

Commercial Plus Service

- To manage and administer account arrangements and service user information;
- To manage and implement service connections and terminations;
- To promote, market and grow the Commercial Plus service;
- To monitor relevant KPI's;
- Provide regular reporting of service performance against KPI's;
- To provide advice to service users, assess user requirements
- Ensure a procedures manual is developed and maintained.

Communicating and inter-relationships

- To liaise with other departments to ensure delivery and success of services;
- To attend meetings as requested;
- To provide written reports for the Unit Manager Waste Services as requested;
- In conjunction with the Unit Manager Waste Services monitor financial statements at regular intervals to ensure that invoicing is correctly carried out and expenditure is contained within budget;
- To liaise with the Works Officer responsible for waste collection, and provide bin allocation and other reports and information to support the waste collection service.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	Manager City Services Unit Manager Waste Waste Projects Officers Waste Works Officers Waste Administrators Revenue Officers IT Officers Customer Service Officers Other Unit Managers Other Works Officers Other Council staff as required
External Relationships	Ratepayers, Owners Corporations Commercial Plus service users and the general public Suppliers, Contractors; and Public Authorities as required.

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 4 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 4, Clause 4)

1. Accountability and Extent of Authority:

- To report regularly on all kerbside waste service performance and tenements;
- To provide recommendations and coordinate changes that improve the effectiveness of the waste service across all waste streams.
- To provide advice to the users on all of Council's kerbside waste services, including the Commercial Plus service. Provide information to the Unit Manager Waste Services regarding any matter subject to appeal or review,
- To administer the Commercial Plus waste service and provide recommendations on the direction of the service to ensure alignment with council's strategic direction.

2. Judgement and Decision Making:

- Requires a capacity to make decisions on service quality, quantity, cost and time indicators;
- Requires the ability to provide evidence-based recommendations to support decision making when planned service changes take place.

- Requires the ability to show initiative and exercise operational and strategic problem solving, budgeting, time management and reporting skills.
- Ability to document existing procedures and make recommendations that facilitate improvements to procedures to resolve issues across all waste streams.

3. Specialist Knowledge and Skills:

- Knowledge of how waste collections are carried out;
- Knowledge and experience with IT/computer applications relevant to the delivery of Council's waste kerbside collection service, specifically Excel and data manipulation ;
- An understanding of budgeting techniques and Key Performance Indicators.

4. Management skills:

- Ability to manage time, set priorities, plan and organise one's own work in order to achieve the safe and efficient operation of Council's Commercial Plus waste service;
- With the guidance of the Unit Manager Waste Services, an ability to:
 - Set quantity, quality, cost and time targets as appropriate
 - Measure and report against targets.

5. Interpersonal Skills:

- High level of verbal communication and interpersonal skills
- High level communication skills
- Ability to gain cooperation and assistance from others internally and externally with owners/residents, Owners Corporations to resolve issues
- Ability to discuss, document and resolve problems.

6. Qualifications and Experience:

- Experience with MS Excel including data management, manipulation and reporting;
- Other IT/computer skills, including proficiency in Pathway, Outlook, Word;
- Experience in front line/direct customer contact, service role;
- Current Victorian Driver's Licence.
- A understanding of the waste collection industry is desirable

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	(x)	()
-below 10kgs	()	()	(x)	()
Manual handling frequency	()	()	(x)	()
Repetitive manual work	()	()	(x)	()
Repetitive bending/twisting	()	()	(x)	()
Working with arms above head	()	()	(x)	()
Lifting above shoulder height	()	()	(x)	()
Using hand tools – vibration/powered	()	()	(x)	()
Operating precision machinery	()	()	(x)	()
Close inspection work	()	()	(x)	()
Wearing hearing protection	()	()	(x)	()
Wearing eye protection	()	()	(x)	()
Working in dusty conditions	()	()	(x)	()
Working in wet/slippery conditions	()	()	(x)	()
Wearing Gumboots	()	()	(x)	()
Wearing safety shoes/boots (steel cap)	()	(x)	()	()
Working with chemicals/solvents/detergents	()	()	(x)	()
Washing hands with soap (hygiene)	()	()	(x)	()
Working at heights	()	()	(x)	()
Working in confined spaces	()	()	(x)	()
Working in chillers (+4 degrees C)	()	()	()	(x)
Performing clerical duties	()	(x)	()	()
Working on a keyboard	()	(x)	()	()
Driving cars and/or trucks	()	()	(x)	()
Other (please specify) _____	()	()	()	()

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

Essential:

- Data management and reporting;
- Conflict resolution skills and experience;
- Sales and/or customer service;
- IT/systems proficiency, including proficiency in Excel;
- Well developed verbal communication and interpersonal skills;
- Current Victorian Driver's Licence.

Desirable:

- Waste industry experience will be highly regarded

SIGNATURE PAGE

This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.

..... Date / /
(Staff member's signature)

..... Date / /
(Supervisor/Manager's signature)

Please scan signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.

