

Position Description

Waste Management Officer

Position Title	Waste Management Officer	Role ID	RRWMO1
Division	Sustainable Communities and Environment	Unit	Resource Recovery
Job Grade	3A	Award	38
Reports To	Supervisor - Resource Recovery Centre		
Revised/Created	January 2020 – Template updated		

Primary Objective

- Provide high level support and courteous customer service to all users and across all aspects of the Resource Recovery and Waste disposal Site
- Undertaking works and operate various plant items at the waste management centre as required to support the various elements of the landfill, salvage and resource recovery operations

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Organisational Environment

SUSTAINABLE COMMUNITIES AND ENVIRONMENT

The Sustainable Communities and Environment Division is responsible for the Management of Resource Recovery, Sustainability and Environment, Parks and Active Communities, Community Services, Tweed Holiday Parks and Cultural Facilities throughout the Shire.

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Resource Recovery Unit

The Resource Recovery Unit is responsible for the management of waste services which includes the management of the waste collection and disposal, recycling, community waste education and the planning, design, construction, operation and environmental performance of Council's Resource Recovery Centre.

The Position

The position provides support to the waste management unit through working in the weighbridge, tip shop and on the landfill as required.

It is essential that the incumbent possess good interpersonal skills and the ability to deal with customers courteously and efficiently. This will require a genuine commitment to customer service. Whilst working in the weighbridge the incumbent will be required to work a computerized weighbridge system to capture information on all loads entering and leaving the site. The information needs to be entered and stored effectively to ensure the accuracy and integrity of Council's records.

Whilst working in the Tip Shop the role will be handling stock and arranging goods for sale, and selling goods which requires the handling of cash.

The position requires financial handling and reconciliation skills as they will be working with money and accounts. This requires a basic understanding of accountancy principles and the ability to balance daily takings and to reconcile accounts. Accuracy and attention to detail is an important element of all record keeping and cash handling.

Whilst working outside the weighbridge the purpose of the role is to ensure the environmental performance of the landfill site by establishing and maintaining the regeneration fields, managing the contamination in the green waste drop off area and managing all other operations on the site that fall to Council including the tip shop.

The position will work within a team to deliver efficient and effective resource recovery, waste processing and disposal under the direction of the leading hand and site supervisor at the site.

The position is required to manage the chemical drop off area and will need to be able to operate various items of plant including whipper snippers, hedge trimmers, chemical sprayers, fork lift, mowers, loader, excavator and other plant as required.

The position will be required to work with minimal supervision and to organise day to day activities and the plant and equipment necessary to do the role. Works will involve the landfilling or transporting of waste disposed at the site. It will also include and not limited to landfill operations, propagation, planting, irrigation, leachate management, mulching, weeding, chemical handling, salvaging of reusable items, operation of the tip shop, litter collection and spraying.

The role will at times be physical in nature requiring the incumbent to work in the outdoor environment. This will therefore require a reasonable level of mobility and physical fitness. A functional assessment is attached to this role statement outlining the physical requirements of the role.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

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The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Weighbridge and Tip Shop operations	<ul style="list-style-type: none">• Provide excellent customer service utilising skills such as conflict resolution, providing information to internal and external customers on waste types and costs for drop-off, advising customers on where and how to dispose of waste.• Process revenue by providing effective cashiering, reconciling daily takings, calculating fees and informing customers, saving information accurately to ensure the information required by the EPA is captured and stored appropriately, recording of accurate statistics and undertaking relevant clerical duties as required.• Store financial records storage to comply with legislative requirements.• Utilise software in the Microsoft suite of programs including excel and word, and an understanding and ability to use weighbridge software.• Managing information as per relevant legislation governing privacy and access.• Recovering reusable goods and preparing them for sale in the tip shop.• Assisting the salvage operations supervisor to manage stock in the tip shop area, and in the recovery of materials from the public drop off areas of the landfill.
2. Communication and consultation	<ul style="list-style-type: none">• Effectively communicate council's fees and charges and relevant waste disposal policies.• Follow relevant legislation, policies and Council protocols governing privacy, access to information requirements, code of Conduct, complaints handling, Freedom of Information, ethics and accountability.• Provide feedback to the supervisor and coordinator on all matter affecting the site and the weighbridge.• Communicate with internal and external customers using both oral and written skills.

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3. Site maintenance	<ul style="list-style-type: none">• Maintain irrigation in Vetiver grass fields.• Maintain vetiver grass and native vegetation propagation and planting.• Operation and maintenance of power tools including brush cutters, chainsaw, whipper snipper, mower and hand tools.• Perform litter collection duties as required.• Operate and maintain the leachate pumps and irrigation lines.• Plant trees, care and maintenance on rough and uneven terrain at times.• Weed control using chemical and manual means.• Manual loading the e-waste into shipping containers using manual means and the forklift where possible, loading and unloading recovered items at the drop off area and tip shop.• Chemical handling and loading of dropped off chemicals into stillage for transport.• Litter control on the site and contamination management at the green waste drop off area.• Ability and licensed to drive a manual car as required.• Basic knowledge of waste operations is desirable.• Understanding of plant propagation and management is desirable.
4. Operation of plant	<ul style="list-style-type: none">• Forklift operation and maintenance.• Frontend loader operation and maintenance.• Excavator operation and maintenance.• Operation of brush cutter, mower, chainsaw, hedgers and other power tools as required.• Ability to obtain a Heavy Rigid licence is essential to the position.
5. Customer service	<ul style="list-style-type: none">• Respond to public inquiries.• Communicate in a prompt, accurate and courteous manner.• Good presentation skills and appearance as the front line of Council's customer service.

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6. Training and development	<ul style="list-style-type: none">• Undertake additional training in the operation of plant as required.• Complete training in safe chemical use.• Undertake statutory training as required under Work Health and Safety.• Undertake training in the use of software for the management of the weighbridge and the capture of landfill and customer information.• Undertake training in salvage operations including goods recovery and refurbishment, the use of tools, the recovery of refrigerant gases and others as required.
7. Weighbridge and Tip Shop operations	<ul style="list-style-type: none">• Provide excellent customer service utilising skills such as conflict resolution, providing information to internal and external customers on waste types and costs for drop-off, advising customers on where and how to dispose of waste.• Process revenue by providing effective cashiering, reconciling daily takings, calculating fees and informing customers, saving information accurately to ensure the information required by the EPA is captured and stored appropriately, recording of accurate statistics and undertaking relevant clerical duties as required.• Store financial records storage to comply with legislative requirements.• Utilise software in the Microsoft suite of programs including excel and word, and an understanding and ability to use weighbridge software.• Managing information as per relevant legislation governing privacy and access.• Recovering reusable goods and preparing them for sale in the tip shop.• Assisting the salvage operations supervisor to manage stock in the tip shop area, and in the recovery of materials from the public drop off areas of the landfill.

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

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Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017. New staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- Landfill Operations Supervisor
- Landfill Leading Hand
- Unit Coordinator – Resource Recovery

External Relationships

- General public and community groups
- Government agencies
- Contractors
- Public Authorities

Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

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Selection Criteria

Knowledge and Competence: (to be addressed in full when making application)

1. Demonstrated skills in cash receipting, accounting for money, cash reconciliation, and in the capture and management of written and financial records.
2. Demonstrated experience in dealing with customers and in the operations of a weighbridge and/or shop front.
3. Current Vehicle Licence that allows you to drive a heavy rigid vehicle.
4. Experience in site maintenance including plant propagation and management, mowing, operation of a brush cutter and chain saw, litter collection, loading and unloading materials either manually or with a forklift and or loader.
5. Demonstrated competence in the safe use of herbicides.
6. Forklift ticket, and demonstrated competency in the operation of an excavator, front end loader and/or skid steer loader.
7. A sufficient level of physical fitness to allow you to work outdoors in hot and cold weather and on rough and undulating terrain.

Desirable:

8. General Construction Induction Card (White Card).
9. Landfill operations and infrastructure construction experience.

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Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Foundational
Display Resilience and Adaptability	Foundational
Act with Integrity	Foundational
Demonstrate Accountability	Foundational
Relationships	
Work Collaboratively	Foundational
Communicate with a Customer and Community Focus	Foundational
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Foundational
Deliver Results	Foundational
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A