

Waste Support Officer

POSITION DESCRIPTION

Position Number:	3637	Position Status:	Permanent Full Time
Portfolio:	Infrastructure	Classification:	QLGIA (Stream A) Level 3 - Administrative Stream (Division 2, Section 1)
Business Unit:	Water and Waste Operations	Reports To:	Principal Waste Officer
Team:	Waste Services	Revised:	September 2026

Human Resource Delegation:	Nil	Financial Delegation:	Nil
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General Position Statement:

This position supports Council's direction by providing reliable and punctual customer service and high-level administration support to internal and external customers in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities:

This position has the following responsibilities:

1. Provide high level administrative and general support to the Waste Services team, including managing kerbside service requests, system administration, and ensuring effective communication of emerging issues.
2. Act as the first point of contact for customers and deal with waste-related enquiries and complaints, ensuring prompt identification and appropriate action is taken to resolve in line with established guidelines and relevant legislation prior to escalating to Senior Officers.
3. Administer customer service tools, including the LoopedIn Council App, Recycle Mate and eVoucher system.
4. Manage correspondence and records, including incoming mail, document processing in Objective, creation of customer requests in Pathway, and preparation of responses and mail merges.



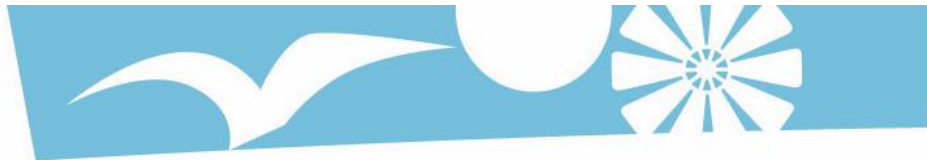
5. Maintain and update databases, spreadsheets, templates, forms, and reference materials to ensure accuracy, consistency, and alignment with Council processes.
6. Coordinate contract and project administration, including agendas, minutes, reporting, and support for contractor and internal meetings.
7. Prepare and assist with reports, statistical data, business documents and presentations to support team operations and decision-making.
8. Contribute to the improvement of office systems, processes and practices, ensuring efficient and high-quality administrative services.
9. Maintain clear and accurate records that support service delivery, transparency, and good governance.
10. Always act as a role model for Council's Values and Behaviours and display an elevated level high level of professional and ethical conduct.
11. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
12. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
13. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Demonstrated experience working in a waste disposal environment, or similar operational setting, with demonstrated ability or willingness to learn the operation of waste management weighbridge software to effectively support waste facility staff.
2. Developing understanding of relevant environmental legislation and Council's policies relating to landfill materials acceptance criteria and fee structure.
3. Demonstrated high level administrative, organisational and time management skills to complete work accurately and in accordance with Council standards and timeframes.
4. Excellent communication (verbal and written) and interpersonal skills, delivering professional customer service to the public, colleagues and contractors, while working effectively both independently and collaboratively within a team.
5. Ability to effectively operate Council's computer systems, including iWeigh, Finance, Records management, Customer Request system and the MS Office Suite.





Mandatory Qualifications, Licences and Experience

1. Possess and maintain a current 'C' class motor vehicle drivers licence.
2. Substantial administration experience.

Desirable Qualifications, Licences and Experience

1. Experience in a local government and/or similar environment
2. Experience and knowledge of contemporary waste management and recycling principles.
3. Possess a General Construction Induction Card.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office and outdoor environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
4. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





Waste Support Officer SELECTION CRITERIA

Position Number:	3637	Position Status:	Permanent Full Time
Portfolio:	Infrastructure	Classification:	QLGIA (Stream A) Level 3
Business Unit:	Water and Waste Operations	Reports To:	Principal Waste Officer
Team:	Waste Services	Revised:	September 2026

Please address each of the selection criteria below in your application:

1. Mandatory qualifications and experience:
 - Substantial administration experience; and
 - Possess and maintain a current motor vehicle driver licence.
2. Demonstrated experience working in a waste disposal environment, or similar operational setting, with the ability or willingness to learn the operation of waste management weighbridge software to effectively support facility staff.
3. Demonstrated high level administrative, organisational and time management skills to complete work accurately and in accordance with organisational standards and timeframes.
4. Excellent communication (verbal and written) and interpersonal skills, delivering professional customer service to the public, colleagues and contractors, while working effectively both independently and collaboratively within a team.
5. Demonstrated ability to effectively operate a range of software systems, including financial management, records management, customer request systems, and Microsoft Office Suite.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.

