

# Waste Support Officer

## POSITION DESCRIPTION

<b>Position Number:</b>	3637
<b>Portfolio:</b>	Infrastructure
<b>Business Unit:</b>	Water and Waste Operations
<b>Team:</b>	Waste Services
<b>Position Status:</b>	Permanent
<b>Classification:</b>	QLGIA (Stream A) Level 3
<b>Reports To:</b>	Principal Waste Officer
<b>Revised:</b>	June 2024

### **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. Collate required external regulatory reporting and returns for submission, including the Queensland Waste Levy.
2. Collate and complete the reporting and administrative functions of the iWeigh system and act as the first point of contact for any user and/or data issues and/or system training in an efficient manner to ensure a high standard of overall customer service.
3. Administer the Livingstone Waste Wise App and Voucher system and act as first point of contact for customers.
4. Receive, process and investigate customer service requests, including the administration functions associated with complaints, general enquiries and transactions to ensure prompt identification and appropriate action.
5. Research and draft replies to correspondence, reports and other such documentation.



6. Perform general administrative duties and act as first point of contact for customers and take appropriate action to resolve prior to escalation to Senior Officers as required.
7. Perform reports and information to monitor, track, evaluate and report on KPI activities and foster continuous improvements.
8. Assist with the management and processing of orders or accounts in accordance with Council's Financial Standards.
9. Provide Council's internal teams, including onsite contractors, with process related training as required.
10. Assist in the development, implementation and monitoring of waste programs, services and activities.
11. Support the team in the development and preparation of promotional material for dissemination and circulation via the web/recycling app.
12. Establish strong working relationships, with both internal and external stakeholders, and deliver a strong customer-focused service.
13. Understand, interpret, administer and comply with relevant legislation including Environmental Authority compliance, Work Instructions/Risk Assessments and Council policies and procedures applicable to the functions within a waste service unit.
14. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
15. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
16. Undertake other relevant duties as directed, consistent with skills, competence and training.

### **Position Requirements:**

#### **Skills/Competencies**

1. Demonstrated experience and ability to perform duties in a waste disposal environment.
2. Demonstrated high level administrative, organisational and time management skills to complete work accurately and in accordance with Council standards and timeframes.
3. Excellent communication (oral and written) and interpersonal skills, demonstrating quality customer service abilities with experience in dealing with members of the public, co-workers and contractors, in a professional and courteous manner.
4. Experience, or the ability to gain experience, in the operation of waste management weighbridge software to ensure support is provided to waste facility staff.
5. Demonstrated ability to work both individually and as part of a team.



6. Ability to effectively operate Council's computer systems, including iWeigh, Finance, Records management, Customer Request system and the MS Office Suite.
7. Knowledge of relevant environmental legislation, in particular the Environmental Protection Act 1994, Environmental Protection Regulation 2008 and Waste Reduction and Recycling Act 2011.
8. Ability to acquire knowledge on Council's policy relating to landfill materials acceptance criteria and fee structure.

### Mandatory Qualifications, Licences and Experience

1. Possess and maintain a current 'C' class motor vehicle drivers licence.
2. Substantial administration experience.
3. Experience in a local government and waste environment

### Desirable Qualifications, Licences and Experience

1. Experience and knowledge of contemporary waste management and recycling principles.
2. Possess a General Construction Induction Card.

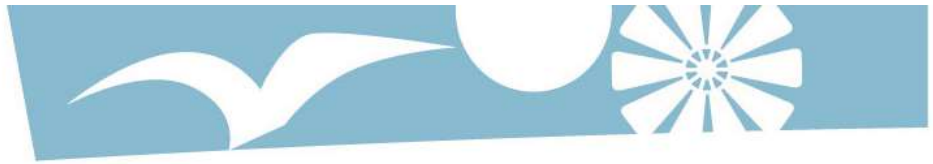
### Actions

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.

### ***Acknowledgement:***

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Acting General Manager Infrastructure
<b>Signature:</b>	
<b>Date:</b>	3 July 2024
<b>Present Incumbent:</b>	
<b>Signature:</b>	
<b>Date:</b>	



## TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



## COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



## ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



## POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



## POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



## Waste Support Officer

### SELECTION CRITERIA

<b>Position Number:</b>	3637
<b>Portfolio:</b>	Infrastructure
<b>Business Unit:</b>	Water and Waste Operations
<b>Team:</b>	Waste Services
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	QLGIA (Stream A) Level 3
<b>Reports To:</b>	Principal Waste Officer
<b>Revised:</b>	July 2024

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

1. Mandatory Qualifications and Licences:

- Possess and maintain a current 'C' class motor vehicle drivers licence;
- Substantial administration experience; and
- Experience in a local government and waste environment.

2. Ability to acquire knowledge on the Queensland Waste Levy as well as Council's policy relating to landfill materials acceptance criteria and fee structure.

3. Experience, or the ability to gain experience, in the operation of waste management weighbridge software to ensure support is provided to waste facility staff.

4. Excellent communication (oral and written) and interpersonal skills, demonstrating quality customer service abilities with experience in dealing with members of the public, co-workers, and contractors, in a professional and courteous manner.

5. Demonstrated organisational and time management skills to complete work accurately and in accordance with Council standards and timeframes.

**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.