



## POSITION DESCRIPTION

<b>Position Title</b>	Supervisor – Transfer Station
<b>Position Code</b>	7208
<b>Directorate</b>	Community & Infrastructure
<b>Work Group</b>	Waste Management
<b>Position Classification</b>	Band 4
<b>Effective Date</b>	October 2024

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

**1.1** Supervise the day-to-day operation of the urban (Wangaratta) and rural (Moyhu, Markwood, Eldorado) transfer stations including management of staff, plant, collection contractors and EPA operational requirements with a vision of maximising resource recovery and diversion from landfill.

**1.2** Ensure that transfer station sites and staff working at the sites are meeting all Work Health & Safety (WH&S) and environmental standards.

**1.3** Provide professional, friendly and effective Customer Service to internal and external customers and stakeholders.

**1.4** Supervise, Coordinate and guide disposal and recycling methods at both urban & rural transfer station sites.

**1.5** Assist the Team Leader Organics/Landfill/Kerbside & Waste Management Coordinator with development of policies and procedures to enhance service delivery at transfer stations.

**1.6** Ensure the efficient, safe and effective operation of plant and equipment in association with these duties at these locations.

## 2. Working Relationships

Reports to	Waste Management Coordinator
Supervises	Waste Service Operators – Transfer Station Attendant

## 3. Key Responsibilities

**3.1** Undertake the daily supervision of Waste Service Operators and contractors in the daily operations of urban & rural transfer station sites.

**3.2** Observe transfer station operations to detect and protect against unsafe or hazardous operating conditions; ensures provision of or provides safety instruction if needed; ensure adherence to established safety standards/procedures for staff and conducts inspections of the entire landfill site.

**3.3** Provide advice to the Waste Management Coordinator, Team Leader Organics/Landfill/Kerbside and other Council departments (if required) in relation to the transfer station operational best practice.

**3.4** Consult and liaise with Team Leader Organics/Landfill/Kerbside and/or Waste Management Coordinator, concerning resource requirements to carry out general transfer station operations.

**3.5** Regularly inspect transfer station and infrastructure (receiving areas, stockpiles, infrastructure) reporting any issues non-compliances to Waste Management Coordinator.

**3.6** Maintain material acceptance records by using a range of software applications to collect, record, summarize, analyse, report on transfer station operations.

**3.7** Monitor transfer station plant and equipment by ensuring daily checks, prestart checks and services are performed and liaising with the Team Leader – Workshop for servicing and maintenance requirements. Maintain vehicles used in a neat clean condition.

**3.8.** Liaise with external providers to ensure the sufficient supply of containers/ bins to adequately store/ load materials and ensure the timely collection of materials to ensure compliance with stockpile limits and the general flow of incoming and outgoing volumes of material.

**3.9** Ensure all incoming and outgoing loads are thoroughly inspected, waste types accurately classified, any prohibited materials rejected, transactions accurately processed, and transaction dockets issued to customers.

**3.10** Conduct daily opening and closing procedures for the site ensuring the site is open for business during operational hours.

**3.11** Supervise, coordinate and deliver other waste services as required: kerbside bin repairs, removal of illegal dumping, public place waste service maintenance and inspection.

**3.12** Participate in a rotating roster across 7 days a week as required.

**3.13** Ensure all payment transactions are correctly and accurately collected, processed, reconciled and banked, providing an acceptable explanation for discrepancies in accordance with Council policy.

**3.14** Manage the day-to-day activities, including assisting the rostering of staff and consult with the Waste Management Coordinator, Team Leader Organics/Landfill/Kerbside on staff performance.

**3.15** From time to time assist in other areas of the Waste Team as directed, including, but not limited to: “Wangaratta Organics Processing Facility”, ‘Bowser Landfill, ‘Ovens Street Offices’.

**3.16** Other duties as reasonably requested.

**3.17** On call and out of ordinary hours may be required from time to time.

#### **4. Core Physical Requirements**

**4.1** Capacity to sit/drive, operate plant & equipment for long periods.

**4.2** Capacity to bend the knees; step up and down from plant & equipment frequently.

**4.3** Capacity to walk / negotiate uneven, hard, and sloping ground.

**4.4** Capacity to turn the head left, right &/or forward frequently.

**4.5** Capacity to work outdoors in all weather conditions.

**4.6** Capacity and flexibility to twist at lower back.

**4.7** Capacity to, on occasion, lift items unspecified in weight within individual limits.

## **5. Accountability and Extent of Authority**

**5.1** Accountable for the supervision, control, operation, and maintenance of the urban and rural transfer network in accordance with council policy and guidelines.

**5.2** Authorised to supervise, control, operate and maintain the transfer station in accordance with council policy and guidelines.

**5.3** Accountable for the correct estimation of quantities of waste and recyclable materials and authorised to determine fee's in accordance with council policy.

**5.5** Accountable for correctly recording tipping fees and charges and ensuring monies and receipts balance at the end of each day.

**5.6** Accountable for ensuring that all dealings with the general public and recycling contractors are carried out in a friendly, courteous and cooperative manner.

**5.7** Accountable for fulfilling obligations under the Occupational Health and Safety Act and relevant regulations and Council's OH&S Policy, observe safe work practices, report unsafe conditions or practices to Coordinator.

**5.8** Ensure the transfer station team adhere to Council OH&S requirements and identify training needs and with the assistance of the Team Leader Organics/Landfill/Kerbside & Waste Management Coordinator implement appropriate training programs as required.

**5.9** Assist Team Leader Organics/Landfill/Kerbside & Waste Management Coordinator undertake onboarding of new staff into the transfer station operations team and undertake ongoing performance reviews.

## 6. Judgement and Decision Making

**6.1** Ensure any issues identified as a risk to the transfer station operations team are immediately reported in accordance with Council's incident reporting procedure.

**6.2** Personal judgement is required in the operation of the transfer station plant and equipment and the associated tasks undertaken using established operational procedures.

**6.3** Responsible for determining appropriate responses or actions required when dealing with situations/ conditions encountered in the field, whilst ensuring OH&S compliance.

**6.4** Guidance and advice is always available within the time available to make a choice.

## 7. Knowledge and Skills

### 7.1 Specialist Skills and Knowledge

**7.1.1** Knowledge of operating a Transfer Station or similar complex.

**7.1.2** Mathematical skills and ability to determine quantities and calculate fees.

**7.1.3** Ability to gain cooperation from the public who use the transfer station.

**7.1.4** Ability to complete site report (checklist) each shift.

**7.1.5** Ability to recognise dangerous goods or hazardous substances e.g., asbestos, toxic chemicals and liquid waste.

**7.1.6** Demonstrated ability to provide and maintain a safe worksite and carry out works in accordance with Occupational Health and Safety regulations.

**7.1.7** Complete sales transactions according to Council's policies and procedures, end of day cash reconciliation and perform banking duties.

**7.1.8** Completion of daily plant start up inspections and maintenance as required in accordance with Council's policies and procedures.

**7.1.9** Ensure that dangerous goods or hazardous substances e.g., asbestos, toxic chemicals and liquid waste are not disposed of at the Transfer Station.

## 7.2 Management Skills

**7.2.1** Ability to work with limited supervision.

**7.2.2** Ability to reach objectives within a time frame.

**7.2.3** Ability to effectively and efficiently utilise resources.

**7.2.4** Coordinates supervise and assist waste service operators (Transfer Station Attendants) and recycling acceptance and processing contractors in day-to-day operations of Councils Transfer Station Network in accordance with Council policy and procedure.

**7.2.5** With the assistance of the Waste Management Coordinator monitor the effective operation of Councils Transfer Station Network, providing direction, on the job training, guidance and ensuring work practices, rosters and procedures to meet the needs of the facilities.

## 7.3 Interpersonal Skills

**7.3.1** Be an active and positive member of the Waste Team contributing technical information on service kerbside collection service at related group meetings as required.

**7.3.2** Ability to understand and follow written and verbal instructions.

**7.3.3** Ability to work with and gain cooperation from other staff and customers, ability to occasionally provide on the job training and guidance.

**7.3.4** Ability to work cooperatively with other team members.

## 8. Qualifications and Experience

**8.1** Extensive experience in the operation of heavy plant and vehicles associated with existing transfer station operations and possess a demonstrated ability to competently drive and operate associated plant and equipment.

**8.2** Current Driver Licence.

**8.3** Developed observation and problem-solving skills.

**8.4** Ability to meet objectives within a time frame.

**8.5** Experience in operating a Transfer Station or similar complex.

## **9. Key Selection Criteria**

**9.1** Experience in negotiation, problem solving and conflict resolution to enable effective liaison with people at all levels. High level of interpersonal skills (both oral and written) to communicate effectively with internal and external stakeholders.

**9.2** Substantial experience within the Council transfer station environment.

**9.3** Well-developed knowledge of equipment requirements, operational processes and procedures related to the operation of urban and rural Waste Transfer Stations.

**9.4** Demonstrated ability to work effectively as part of a team to achieve organisational outcomes, and to foster good relationships with colleagues, clients and team members.

**9.5** Demonstrated experience in the supervision of staff and the coordination of tasks and equipment, proven ability to organise work, set priorities and meet deadlines.

**9.6** Knowledge, or the ability to rapidly acquire knowledge, of local government policies and procedures in relation to waste management.

**9.7** Sound knowledge of (or the ability to quickly acquire) software systems and packages associated with the day-to-day operations of the transfer station network.

**Authorised by: Director – Community & Infrastructure**

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**Date:**

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**Employee's Signature:**

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**Date:**

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