

POSITION DESCRIPTION

POSITION TITLE	Crew Leader Resource Recovery Facility
DIRECTORATE/SECTION	Asset & Waste Operations
LEVEL - EBA	5 - Operational
RESPONSIBLE TO	Team Leader Resource Recovery

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

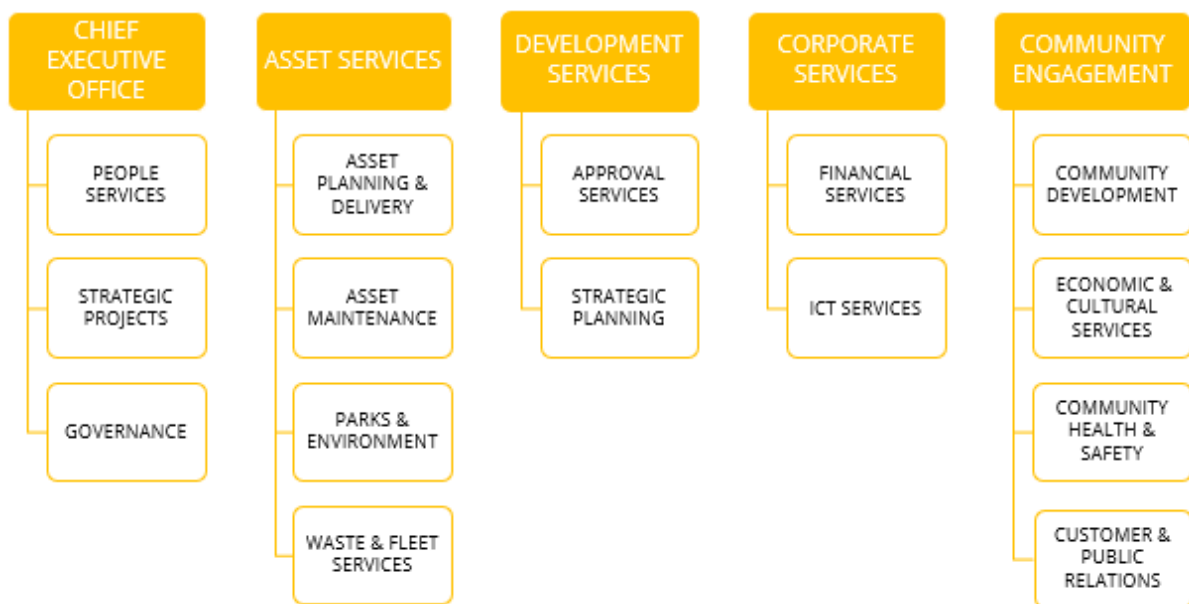
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Assist in overseeing the day-to-day duties of the Resource Recovery Facility to deliver services effectively and efficiently.

KEY RESULT AREAS

ORGANISATION SUPPORT

- Accurately complete standard forms and paperwork, such as leave forms, and WHS related documents.
- Review standard operating and working procedures.
- Programming of contractors and deliveries.
- Preparation of store requisition forms.
- Preparation, completion and approval of daily timecards and timesheets.
- Preparation of routine reports as appropriate.
- Provide support to the Team Leader and Supervisor.

CUSTOMER SERVICE

- Provide a high level of customer service when dealing with general enquires and complaints from both internal and external customers.
- Ensuring consistently high standards of customer service is delivered by the teams and all contractors engaged to provide services on for and behalf of the City of Kalamunda.
- Assist in the resolution of customer complaints and queries, including follow up phone requests.
- Present a positive image of Council to the public.

STAFF MANAGEMENT

- Guide and assist in the supervision, instruction, training and development of crew leaders, other staff and labour hire contractors within the section.
- Ensure compliance with all legislative requirements relating to staff, including IR, WHS, EEO.
- Allocate tasks and manage resources to ensure organisational goals and objectives are effectively delivered.

ASSET MANAGEMENT

- Assist in the management of the Resource Recovery Facility including upgrades and improvements and report changes to the Asset Management Section.

RESOURCE RECOVERY AND WASTE MANAGEMENT

- Understand and implement the Waste Strategy as it relates to the site operations.
- Investigate and implement new and improved treatment solutions and collection processes.
- Manage and review site operations to ensure work health and safety, environmental, financial management and quality objectives are achieved.
- Undertake cash handling, EFT reconciliations and banking.
- Assist with prioritising and managing requests and complaints using Council's customer ICS.

- Maintain and ensure that all administrative tasks are conducted and reported in accordance with the City's policies and procedures.
- Operate equipment in a safe manner that is consistent with safe work practices and in accordance with manufacturer's instructions and guidelines.
- Assist with the management of the plant and equipment competency assessment process.
- Hold appropriate licences and tickets prior to the operation of plant and machinery operation.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Construction Induction Training Card (white card).
- Basic Worksite Traffic Management (BWTM) and Traffic Controller (TC) tickets are desirable.
- Qualification in asbestos identification and removal is desirable.
- Basic First Aid Training is desirable.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- To demonstrate extensive experience working in waste management and transfer stations is desirable.
- Demonstrated experience in leadership of teams and contractors with the ability to motivate teams.
- Proven very good communication skills, both oral and written.
- Well-developed interpersonal, dispute resolution, negotiation and problem-solving skills.
- Sound knowledge of safe operation procedures and user maintenance of tools and equipment.
- Proven competence in the use of computer applications such as apps, MS Office and email.
- Demonstrated possession and use of time management skills.

DESIRABLE KNOWLEDGE/SKILLS CRITERIA

- Awareness and understanding of environmental issues and practices.
- Experience in asbestos identification and removal.
- Basic mechanical aptitude.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

- Possession of a current 'HR' (Heavy Rigid) is desirable.
- 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia is mandatory.
- Loader ticket is desirable.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Waste Services
DATE PD REVIEWED/APPROVED: 25 January 2023
