

POSITION DESCRIPTION

POSITION TITLE	Resource Recovery General Hand / Gate house operator - WTS
DIRECTORATE - SECTION	Asset Services – Asset & Waste Operations
LEVEL - EBA	4 - Operational
RESPONSIBLE TO	Team Leader Resource Recovery

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

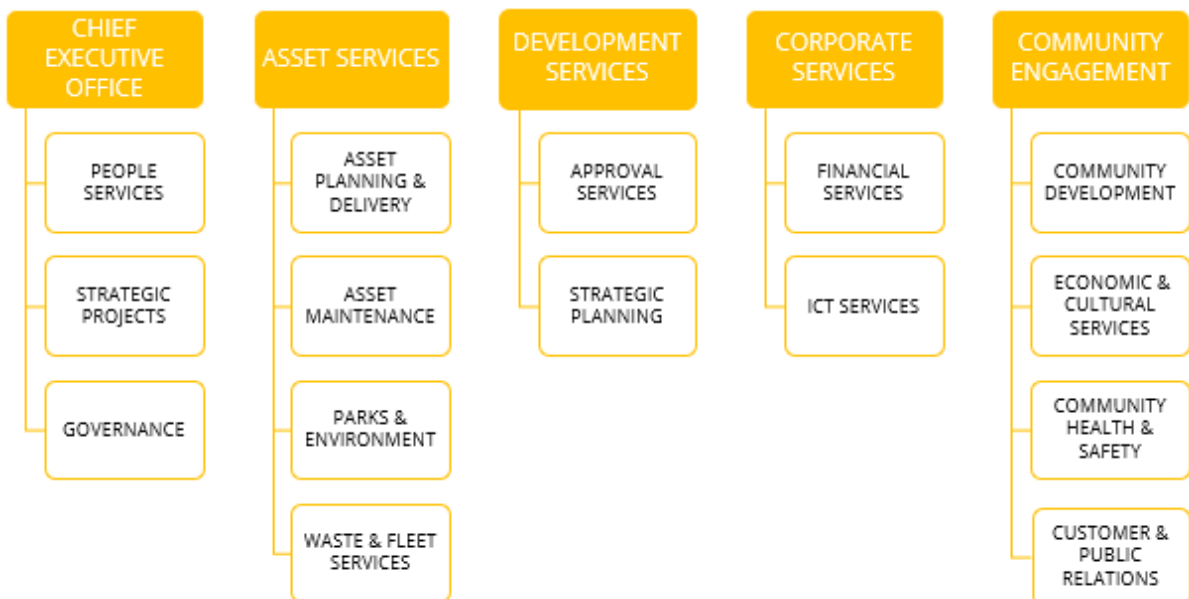
OUR SIMPLE GUIDING PRINCIPLES

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

As part of the Walliston Transfer Station team, you will be responsible for the effective and efficient delivery of high-quality customer service at the Walliston Transfer Station, we require an energetic person with strong interpersonal skills passionate about waste services, and waste diversion strategies. The position is responsible for the receipt of waste materials and the coordination of waste movement on and off-site. Ensuring that all acceptable and unacceptable waste materials entering the Walliston Transfer Station are recorded and appropriate fees and charges applied.

KEY RESULT AREAS

RESOURCE RECOVERY

- Complete manual tasks when necessary in an efficient timely manner as directed by Supervisor Resource Recovery, Team leader and Crew Leader.
- Monitor and sort different waste streams on site at Transfer Station
- Capture data relating to incoming and out-going waste streams.

OPERATIONAL SUPPORT

- Where appropriate, traffic control.
- Set priorities and monitor workflow for own daily work allocation.
- Assist with opening & closing of the facility.

CUSTOMER SUPPORT

- Proactively maintain and further foster excellence in customer service values and culture throughout the City, with a consistently positive image of Council being promoted to the community.

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)

- Possession of construction safety awareness card “White Card” is desirable.
- Small and heavy plant equipment tickets are desirable.
- Basic Worksite Traffic Management and Asbestos Awareness/Handling are desirable.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Ability to identify and sort waste streams & recycling materials
- Ability to complete designated tasks within set time frames
- Gate house duties, cash handling and EFTPOS reconciliation
- Basic computer skills preferably MS Word, Office and Excel
- Literacy and numeracy skills
- Good communication skills
- Ability to present a professional attitude to residents and deal with complaints in a positive manner.
- Team player as well as an ability to work independently and unsupervised.
- Have an understanding in Occupational Safety and Health Regulations.

DESIRABLE KNOWLEDGE/SKILLS CRITERIA

- Truck driving and water cart operation
- Traffic Management
- Experience or loader ticket

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

1. Possession of a current 'C' driver's licence allowing the holder to drive legally in Western Australia.

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: 16 August 2023
