

## POSITION DESCRIPTION

POSITION TITLE	Supervisor Resource Recovery
DIRECTORATE – BUSINESS UNIT	Infrastructure Services
LEVEL - IA	Level 6 Indoor EBA
RESPONSIBLE TO	Coordinator Waste & Fleet Services

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

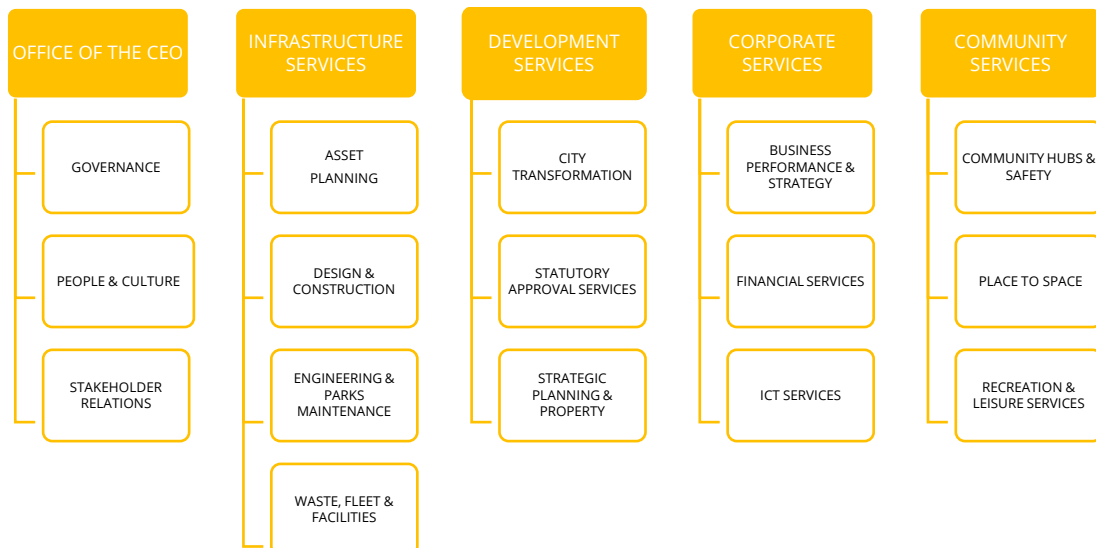
### OUR SIMPLE GUIDING PRINCIPLES

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

### OUR VALUES

RESPECT	We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
INTEGRITY	We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
CARE	We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
HONESTY	We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

To lead, supervise, and coordinate Waste Services operations to ensure the efficient, safe, and compliant delivery of waste management services to the community. The role is responsible for optimising operational performance, managing staff and contractors, supporting strategic initiatives, and driving continuous improvement in service delivery in line with Council objectives, legislative requirements, and environmental sustainability goals.

## KEY RESULT AREAS

- Supervise and coordinate daily Waste Services operations, including internal teams and contracted services, to ensure service delivery meets quality, safety, and efficiency standards.
- Monitor operational performance and implement improvements to enhance productivity, cost-effectiveness, and service outcomes.
- Ensure compliance with relevant legislation, Council policies, and State government guidelines.
- Provide high-level operational support and advice to the Coordinator Waste Services.
- Engage, supervise, and manage contractors and external service providers to ensure contractual obligations, service standards, and compliance requirements are met.
- Build and maintain effective working relationships with internal departments, contractors, and key stakeholders.
- Liaise across the organisation to support cross-functional projects and initiatives.

### Reporting and Administration

- Plan, coordinate, and monitor work schedules, programs, and daily operations – timecards.
- Liaise with the Department of Water and Environmental Regulation (DWER) regarding the reporting and management of recurring illegal dumping locations.
- Assist with the preparation and submission of DWER and other government reporting requirements.
- Assist with compiling annual returns, including Waste Tracking System (WTS) reporting.
- Work collaboratively with staff and external contractors to reduce landfill disposal volumes and minimise contamination within FOGO and recycling services.
- Investigate incidents, accidents, and service issues, and recommend corrective actions.
- Ensure all recordkeeping complies with Council policies, procedures, and legislative requirements.

### Staffing

- Supervise team leaders and staff, contractors and external service providers.
- Mentor, induct and support staff ensuring that all staff under direct supervision have the resources to always do the job in the most effective and efficient manner.
- Manage and monitor staff performance issues in conjunction with the Coordinator Waste & Fleet Services.
- Work in a cooperative, collaborative and respectful way with other Supervisors to deliver cross functional projects.

### Customer Service

- Supervise the Customer Services Operators and to support the delivery of professional customer service.

- Ensure timely investigation and resolution of customer enquiries, requests, and complaints.
- Prepare clear and appropriate written responses to resident correspondence

### **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 Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

Employees are required to comply with the City's Code of Conduct, policies and procedures, and demonstrate behaviours consistent with organisational values at all times.

### **TRAINING/QUALIFICATION(S)**

- Possession of construction safety awareness card "White Card".

### **ESSENTIAL KNOWLEDGE/SKILLS CRITERIA**

- Demonstrated experience in waste management, environmental services, or a related field.
- Strong organisational, analytical, and problem-solving skills with the ability to manage competing priorities.
- Proven leadership and supervisory experience in an operational environment.
- Well-developed communication and stakeholder engagement skills.
- Sound knowledge of relevant legislation, including the State Waste Strategy 2030 and WALGA guidelines.
- Commitment to continuous improvement, innovation, and best practice in waste services.

### **DESIRABLE KNOWLEDGE/SKILLS CRITERIA**

- Experience in waste services development, FOGO operations, and transfer station management.
- Familiarity with local government systems such as Synergy, GIS, TechOne and SharePoint.
- Knowledge of waste auditing, procurement, and contractor performance management.

### **SELECTION CRITERIA**

1. Demonstrated high-level communication and interpersonal skills.
2. Proven experience in a supervisory or leadership role.

3. Experience in contract and contractor management.
4. Sound knowledge of waste services operations, practices, and regulations.

## **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-A' (Automatic) or 'C' (Manual) class 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:

DATE PD REVIEWED/APPROVED: [Click or tap to enter a date.](#)

---