



## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Transfer Station Operator
<b>AWARD CLASSIFICATION:</b>	Victorian Local Authorities Award 2001 – Band 2
<b>DIRECTORATE:</b>	Community Assets
<b>APPROVED BY:</b>	Group Manager Community Assets
<b>Date:</b>	2 April 2019

### **POSITION OBJECTIVES:**

- Provide direction and advice to customers at Strathbogie Shire Council Waste Transfer Stations.
- Receive monies and issue receipts based on predetermined charges for waste disposal.
- Operate and maintain sites in accordance with Council policies, procedures and instructions.

### **KEY RESPONSIBILITIES AND DUTIES:**

- Responsible for increasing the level of waste diversion and minimisation of material deposited into transfer stations.
- Responsible for the coordination of transfer station bin collections and collection of recyclables where required.
- Provide direction and advice to customers by directing customers to designated recycling / re-use and disposal areas.
- Show discretion and control in allowing customer access to the site and, if appropriate, refuse entry.
- Assist in the resolution of customer complaints and provide advice to customers on matters pertaining to Waste Transfer Station operations and services.
- Ensure the correct charging for waste delivered to the site for residential, commercial or industrial waste disposal in line with Strathbogie Shire Council's policies and procedures on set fees and charges.
- Reconcile and account for cash after each day's work and receipt all monies as required under Strathbogie Shire Council policy and procedures.
- Maintain site in a neat and tidy condition, ensure all litter is cleaned up daily and actively participate in the beautification of site.
- Maintain all equipment to operational standards and immediately advise the Works Officer if any equipment is defective, faulty or breaks down.

- Assist in the development and implementation of site upgrades as required.
- Keep accurate records and prepare reports as required.
- Maintain the security of the transfer station when in attendance and ensure site is secured prior to leaving.
- Attend Tool Box Meetings outside normal hours
- Monitor and supervise traffic management and signage.
- Perform duties in accordance with the *Occupational Health and Safety Act 2004*, Regulations, Codes of Practice and Council policies and procedures.
- Monitor occupational health and safety within area of responsibility.
- Actively participate in the development and implementation of hazard elimination or minimisation strategies.
- Immediately report any hazards, incidents and accidents to relevant supervisor and take appropriate action.
- Participate in workplace inspections and in occupational health and safety training.
- Carry out other duties as directed and within the capability of this position.
- Undertake and complete training as required.
- If elected as an employee Health and Safety Representative within a Designated Work Group, attend and actively participate in OH&S Committee meetings and undertake the appropriate training.
- Provide excellent customer service to all areas of Council, the community and other external stakeholders.

## ORGANISATIONAL RELATIONSHIPS:

Reports to:	Waste Management Officer
Supervises:	Nil.
Internal Relationships:	Councillors, Chief Executive Officer, Directors, Managers, Executive Managers and Council Staff.
External Relationships:	Members of the public, community groups, contractors and consultants.

## GUIDING PRINCIPLES:

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

**Progressive & Responsive** – We are leaders in local government innovation and are responsive to the community.

**Fair & Consistent** – We are fair and consistent in our thinking, actions and decisions.

**Open & Honest** – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.

**Selfless & Inclusive** – We take a “Shire First” approach and value the participation and opinion of all.

## **OCCUPATIONAL HEALTH AND SAFETY**

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of his/her duties to prevent injury to him/herself and others.
- The position is responsible for complying with the Council's Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

## **RISK MANAGEMENT**

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
- Participate actively in the identification and reporting of risks and contribute to implementation of identified controls.
- Perform the position functions and duties in accordance with risk management provisions of the position description or contract.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Accountable to the Waste Management Officer for the quality, effectiveness and timeliness of work plans and programs and for the care of assets, systems and technology being managed.
- Accountable for carrying out a broad range of tasks and duties within clear policies, guidelines and procedures and under minimal supervision and provide information to customers and assistance to other staff as required.
- Ensure that all tasks are carried out in a satisfactory manner and is accountable for the overall quality of the work performed.
- Immediately advise the Waste Management Officer of any issue that may have a negative impact on ensuring teamwork and harmonious working relationships.
- Ensure Risk Management tasks are completed in accordance with Council's Risk Management Strategy.
- Care for and maintain all plant and equipment under direct control and promptly report any loss or damage.

## **JUDGEMENT AND DECISION MAKING**

- Ability to resolve minor problems that relate to the work being performed.
- Provide excellent customer service to all areas of Council, the community and other external stakeholders.
- The employee is expected to use sound judgment in determining the most appropriate equipment and procedures/processes and the best use of available resources.
- Always act in the most appropriate manner possible following Strathbogie Shire Council employee code of conduct, policies and procedures.

- Exercise initiative and judgement, and make decisions commensurate with the position based on knowledge and Strathbogie Shire Council policies and procedures.

### **SPECIALIST KNOWLEDGE AND SKILLS**

- Trained and skilled in the safe use and operation of the various plant, machinery and equipment used in the management of waste would be an advantage.
- Understanding of safe manual handling procedures and practices.
- Demonstrate an understanding of mathematics/accounting practices relevant to handling cash and EFTPOS
- Satisfactory oral and written communication skills.
- Ability to read and comprehend written instructions, complete basic work records and be able to clearly and positively communicate with supervisors, team members and members of the public.
- Demonstrate the ability to work unsupervised for long periods of time in remote areas.
- Ability to manage time effectively, prioritise tasks and carry out all daily tasks in accordance with clear instructions, guidelines, policies and procedures.
- Good knowledge of Council's Occupational Health & Safety policies and procedures and Work Safe Regulations.
- Understanding of the goals and objectives of the position, its key functions and its relationship to the organisation.
- Knowledge and ability in the use of computer based applications for the recording of Transfer Station charges and provision of receipts to customers.

### **MANAGEMENT SKILLS**

- Nil.

### **INTER-PERSONAL SKILLS**

- Good communication and interpersonal skills to ensure that visitors to the site are aware of their obligations when making use of the transfer station.
- High degree of personal ethics and integrity.
- Ability to engage positively with clients and staff.
- Ability to manage conflict.

### **QUALIFICATIONS AND EXPERIENCE**

- No formal educational skills or qualifications required outside of those gained from on the job training and/or specialist plant operator training.
- Current Victorian Driver's Licence.
- Basic First Aid Certificate or willingness to obtain.
- Police check

### **KEY SELECTION CRITERIA**

#### ***Essential***

- Ability to read and comprehend written instructions, complete basic work records.
- Ability to clearly and positively communicate with supervisors, team members and members of the public.
- Knowledge and ability in the use of computer based applications for the recording of Transfer station charges and provision of receipts to customers.
- Understanding of the safe use of relevant plant, machinery and equipment on sites.
- Current Victorian Driver's Licence.

- Ability to calculate Fees and Charges, cash handling procedures and reconcile end of day takings
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***Desirable***

- Basic First Aid Certificate or willingness to obtain.

**TERMS AND CONDITIONS OF EMPLOYMENT**

The Transfer Station Operator position is classified as a Band 2 within the Strathbogie Shire Council Enterprise Agreement 2015. The salary range for this position is within Band 2 plus 9.5% superannuation and Income Protection per annum commensurate with qualifications and experience. This position will initially be located at the Ruffy Resource Recovery centre with normal hours between 1.00pm and 5.00pm on Wednesday and Sunday.

The incumbent may be required to work from other Resource Recovery Centres across Strathbogie Shire from time to time.

Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2015.

**SIGNATURES**

**Employee**

Name: .....

Signed: .....

Date: .....

**Group Manager**

Name: .....

Signed: .....

Date: .....