



POSITION TITLE	Resource Recovery Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 4
DIRECTORATE	Planning and Infrastructure
BUSINESS UNIT	Environment and Community Protection
REPORTS TO	Resource Recovery Centre Coordinator
SUPERVISES	None
EMPLOYMENT STATUS	Full time
DATE	November 2022
EMPLOYEE NAME	Vacant

## ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

## POSITION OBJECTIVES

This position contributes to the effective operation of the Resource Recovery Centre, including street litter and street sweeping function by providing quality waste management assistance and education to customers.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Ensure good public relations are maintained at the facility by receiving customers, visitors (including school and industry groups) and contractors in a prompt, friendly and helpful manner.
- Liaise with contractors to ensure that they are given adequate lead time to remove recyclable and waste loads from the centre and to ensure there is no excessive stockpiles of materials on site.
- Ensure that incoming materials are safely and securely deposited in correct locations with the aim of maximising separation, re-use and recycling, including goods for sale.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Actively educate and advise Resource Recovery Centre users on waste management related issues such as separation, re-use and recycling of materials.
- Maximise diversion of recyclable materials through investigation of new recycling streams.
- Inspect and collect receipts from customers to ensure transparency for charged waste disposal.
- Ensure that daily rainfall is checked and recorded in the Bureau of Meteorology (B.O.M) website, for Council records.
- Make effective and efficient use of the facility's plant and equipment.
- Maintain the centre's plant and equipment, identifying any malfunctions and initiating appropriate corrective action as required.
- Ensure appropriate safety and security measures are maintained at the facility.
- Assist in the maintenance of the facility, including garden facilities.
- Present a professional, neat, efficient and co-operative image to members of the public and staff, including the wearing of a corporate uniform and name badge.
- Appropriately regulate and direct users of the facility.
- Conduct community and school group tours of the facility as required.
- Undertake site inductions and monitor the activities of volunteers, external contractors, Work for the Dole participants and others coming onto the site to perform work.
- Relieve street litter crew as required.
- Assist with street litter maintenance as required, including the removal of litter and rubbish from reserves and parks, roadsides, preschools, community buildings, street litter bins, other areas
- Relieve Street Sweeper position as required.
- Relieve the customer service position as required, which includes receiving customers, visitors (including school and industry groups) and contractors; answering telephone enquiries in a prompt, friendly and helpful manner; accurately assessing vehicles entering the Resource Recovery Centre into the appropriate load category and collect the appropriate fee; recording and reconciling all fees collected with a cash float and prepare deposit summary forms for banking and collection by Council's security firm; recording statistical information on vehicle entry as required; ensuring the Gatehouse Office is maintained in a tidy condition on a daily basis.
- Exercise functions of an authorised officer.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust            Talk straight – Say what you mean and mean what you say

                    Create transparency – Do not withhold information unnecessarily or inappropriately

                    Right wrongs

                    Practice accountability – Take responsibility for results without excuses

                    Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect        Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

                    Listen first – Seek to understand others before trying to diagnose, influence or prescribe

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Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes
	Speak of those that are absent only in a positive way

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Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

### CAPABILITIES AND BEHAVIOURS

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Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

### JUDGEMENT AND DECISION-MAKING SKILLS

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- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Make decisions on the selection of the best method, process or equipment from a range of available alternatives to meet the objectives of the work and to quantify the amount of resources required to meet these objectives.

### SPECIALIST KNOWLEDGE AND SKILLS

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- Sound knowledge and understanding of plant operation, loading techniques, practices and procedures;
- Relevant mechanical and technical skills enabling the safe and competent operation of a backhoe, forklift and attachments; and,
- Sound knowledge and understanding of the processes and procedures required for operating and maintaining a Resource Recovery Centre including:
  - Reuse and recyclable materials;
  - Disposal and compaction of waste materials;
  - Working with limited supervision;
  - Initiating and responding positively to change;
  - Following safe work practices;
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.

## MANAGEMENT SKILLS

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- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

## INTERPERSONAL SKILLS

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- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with contractors, members of the public and other employees.
- Gain cooperation and assistance from others (including contractors, members of the public and other employees).

## INFORMATION TECHNOLOGY SKILLS

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Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

## CUSTOMER SERVICE SKILLS

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Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

## EMERGENCY MANAGEMENT DUTIES

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As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

## QUALIFICATIONS AND EXPERIENCE

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- Experience in the operation of heavy plant including medium rigid truck, front end loader and backhoe, or ability to quickly develop these skills and experience.
- Experience in waste management and resource recovery or a similar working environment.

## LICENCES AND MANDATORY REQUIREMENTS

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- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)
- Medium Rigid Drivers Licence (beneficial but not mandatory)
- Forklift licence (beneficial but not mandatory)
- Backhoe and Front-end loader competency or licence in accordance with current industry requirements (beneficial but not mandatory)
- First Aid (beneficial but not mandatory)

## EQUAL OPPORTUNITY EMPLOYER

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Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

## INHERENT REQUIREMENTS OF THE JOB

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For details of the inherent requirements of the job, please see Attachment 2.

## COGNITIVE JOB DEMANDS

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The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

## KEY SELECTION CRITERIA

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1. Proven ability to follow instructions and work according to established processes.
2. Ability to undertake required duties in a safe manner, ensuring your own safety and that of others within the workplace.
3. Well-developed customer service skills in order to present a confident and professional image to customers.
4. Well-developed communication and interpersonal skills.
5. Basic use of computers.

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.	<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.	<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	<b>SAFETY AND RISK MANAGEMENT</b>  Prioritising safe and ethical behaviour and decision-making in everything we do.		

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>



ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY				
				R	O	F	C	
Resource Recovery Centre Officer	The Resource Recovery Centre Officer will contribute to the effective operation and ongoing maintenance of the Resource Recovery Centre by providing quality waste management assistance and education to customers.	<ul style="list-style-type: none"> <li>Capacity to static sit for up to 15 minutes</li> <li>Capacity to stand for extended periods throughout the day, up to 7 hours</li> <li>Capacity to negotiate uneven terrain</li> <li>Capacity to climb up/down steps into backhoe and forklift</li> <li>Capacity to lift up to 25kgs between ground and shoulder height</li> <li>Capacity to push pallet trolley or appliance trolley up to 50kg over 50m</li> <li>Capacity to squat to ground level repetitively</li> <li>Adequate hand grip and dexterity</li> <li>Good communication skills with the ability to work with initiative and in a team setting</li> <li>Time management and organisational skills</li> <li>Liaison with team members and supervisor with the ability to take direction and follow instructions</li> </ul>	Sitting		X			
			Standing				X	
			Walking			X		
			Lifting up to 25kgs		X			
			Push/Pull 50kgs over 50m		X			
			Climbing			X		
			Bending			X		
			Twisting			X		
			Squatting		X			
			Reaching			X		
			Fine motor			X		
			Neck postures					X
			Accepting instructions					X
			Providing instructions		X			
			Sustained concentration					X
			Major decision making			X		
			Complex problem solving		X			
			Supervision of others		X			
			Interaction with others					X
			Exposure to confrontation					X
Respond to change					X			
Prioritisation					X			