



POSITION TITLE	Resource Recovery Officer
AWARD AND CLASSIFICATION	Wodonga Council Enterprise Agreement 2024 to 2027 Band 4
DIRECTORATE	Infrastructure and Development
BUSINESS UNIT	City Services
REPORTS TO	Resource Recovery Centre Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Resource Recovery Centre supports environmentally responsible waste management by enabling materials to be separated, recovered, reused and recycled wherever practicable. The service contributes to safe and efficient council operations, informed customer participation, accurate operational records and positive environmental outcomes for the Wodonga community.

The Resource Recovery Officer contributes to reliable facility operations by supporting material recovery,



Trust



Respect



Integrity



Learning

Vision: A vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership.

Mission: Wodonga Council delivers efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

customer education, accurate transactions and records, site safety and responsive service delivery. The position creates value by helping customers use the facility correctly, reducing avoidable disposal, supporting operational continuity and maintaining community confidence in Council's resource recovery services.

POSITION OBJECTIVES

The Resource Recovery Officer supports the safe, efficient and customer-focused operation of the Resource Recovery Centre by facilitating material recovery, guiding customers in appropriate waste separation and disposal, maintaining accurate transactions and operational records, and responding flexibly to changing service requirements. Working with customers, contractors, colleagues and the Resource Recovery Centre Coordinator, the position contributes to regulatory compliance, workplace safety, reliable facility operations and improved recycling outcomes. The role also supports litter collection, street sweeping and other operational activities when required to maintain service continuity across City Services.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- **Resource Recovery Operations**
Supports the safe and efficient operation of the Resource Recovery Centre by recovering recyclable materials, maintaining site standards and following established procedures. Contributes to environmental outcomes, regulatory compliance and reliable service delivery through the effective application of operational practices and Council requirements.
- **Customer Service and Education**
Provides professional customer service and educates customers on waste disposal, recycling and site requirements. Promotes safe behaviours, appropriate material separation and positive customer experiences through clear communication, practical guidance and consistent application of Council procedures and service standards.
- **Transactions and Record Keeping**
Maintains accurate operational and financial records by completing transactions, data entry and associated administrative tasks. Ensures information is recorded in accordance with established procedures, supporting operational reporting, accountability and effective management of Resource Recovery Centre activities.
- **Safety and Compliance**
Applies safe work practices, uses required personal protective equipment and reports hazards, incidents and maintenance issues. Supports a safe workplace and regulatory compliance by following Council policies, operational procedures and occupational health and safety requirements.
- **Operational Support**
Provides flexible support across Resource Recovery Centre operations and other City Services activities, including litter collection, street sweeping and relief duties. Responds to changing operational requirements and contributes to service continuity through a reliable and adaptable approach to work.
- **Plant and Equipment Operations**
Operates authorised plant, equipment and tools safely and in accordance with relevant procedures and licence requirements. Monitors equipment condition and reports defects or maintenance requirements to support safe, efficient and uninterrupted facility operations.
- **Teamwork and Communication**
Builds positive working relationships with customers, contractors and colleagues through respectful

communication and collaboration. Contributes to a cooperative team environment by sharing information, providing operational support and maintaining professional interactions across a range of situations.

- **Continuous Improvement and Work Planning**

Applies sound judgement to organise work, respond to routine operational issues and adapt to changing priorities. Identifies opportunities for improvement and contributes to efficient service delivery while working within established procedures, guidelines and delegated authority.

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
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
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

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

- Applies sound judgement when responding to routine operational and customer service matters.
- Prioritises work activities to meet operational requirements and changing service demands.
- Identifies operational issues and implements appropriate solutions within established procedures.
- Recognises risks, hazards and compliance concerns and escalates matters when required.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrates knowledge of resource recovery and waste management practices.
- Applies safe work practices and correct manual handling techniques in daily activities.
- Uses equipment, systems and procedures relevant to the operation of the Resource Recovery Centre.
- Maintains accurate records and completes transactions in accordance with Council requirements.
- Understands recycling, reuse and waste separation processes and promotes these practices to customers.

MANAGEMENT SKILLS

- Organises and prioritises work to meet operational requirements and service standards.
- Manages time effectively and completes tasks within agreed timeframes.
- Responds positively to changing priorities and operational demands.
- Contributes to continuous improvement and efficient service delivery.
- Takes responsibility for workplace safety and compliance obligations.

INTERPERSONAL SKILLS

- Communicates clearly and respectfully with customers, contractors and colleagues.
- Builds positive working relationships and contributes to a cooperative team environment.
- Listens to customer needs and provides accurate information and assistance.
- Responds professionally to routine enquiries, concerns and disagreements.

INFORMATION TECHNOLOGY SKILLS

- Uses Council systems to complete transactions, maintain records and enter operational data.
- Maintains accurate electronic information and documentation.
- Uses Outlook, Word and Excel to support operational and administrative requirements.

CUSTOMER SERVICE SKILLS

- Delivers professional and courteous customer service.
- Provides clear advice regarding waste disposal, recycling and site requirements.
- Responds to customer enquiries in a timely and respectful manner.
- Supports positive customer experiences through consistent and reliable service delivery.

EMERGENCY MANAGEMENT DUTIES

Provide support during emergencies impacting council operations or community wellbeing, as required.

OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

Council is committed to high standards of health, safety, and risk management. To support this, you are expected to:

- Follow all OH&S and risk management procedures.
- Identify and report hazards, incidents, or near misses promptly.
- Support risk assessments and monitoring in your work area.
- Contribute to a safe and collaborative work environment.

QUALIFICATIONS AND EXPERIENCE

- Proficiency in Microsoft Office applications, particularly Outlook, Word, and Excel.
- Experience with data entry and maintaining accurate records.
- Frontline customer service experience (highly regarded).
- Experience operating heavy plant equipment, including medium rigid trucks, front-end loaders, and backhoes, or the ability to quickly acquire these skills.
- Experience in waste management, resource recovery, or a similar operational environment.
- Medium Rigid Driver's Licence (desirable)
- Forklift Licence (desirable)
- Competency or Licence to operate a backhoe and front-end loader, in line with current industry standards (desirable)
- Current First Aid and CPR certification (mandatory)

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's Licence
- National Police Check (to be provided prior to commencement)
- Pre-employment Functional Assessment
- Evidence of right to work in Australia
- White Card

EQUAL OPPORTUNITY EMPLOYER

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

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

KEY SELECTION CRITERIA

1. **Strong Customer Service and Communication Skills**

Demonstrated ability to provide high-quality customer service, including presenting a professional and confident image when interacting with customers and members of the public.

2. **Flexibility, Reliability and Team-Oriented Approach**

Proven adaptability and willingness to perform a wide range of duties as required, including working outdoors in varying weather conditions and being available for early morning starts.

3. **Technical Proficiency and Process Adherence**

Competence in the use of computers and digital systems, with the ability to follow instructions accurately and work within established processes and procedures.

4. **Commitment to Workplace Safety**

Sound understanding of safe work practices, with a demonstrated ability to carry out duties in a manner that ensures personal safety and the safety of others in the workplace.

Staff member signature

ATTACHMENT 1

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.		SAFETY AND RISK MANAGEMENT  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.	• Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	• Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	• Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	• Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	• Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	• Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	• Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

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 WORKDAY / TASK
Rare (R)	0-5%
Occasional	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Resource Recovery Officer	This position plays a lead role in recovering e-waste and other identified products as well as standing in for absent staff.	- Lifting up to 5kg between ground and shoulder height - Lifting and carrying 5kg repetitively - Moving frequently between sitting and standing positions - Sustained sitting for up to 1 hour at a time - Walking on uneven ground - Climbing up and down stairs and ramps - Fine grip and hand dexterity - Frequently opening and closing a sliding window - Kneeling on ground - Engagement with members of the community involving negotiation regarding load size and cost - Educate and advise centre users on waste management issues such as separation, re-use and recycling of materials - Phone use - Accurately enter data, complete financial transactions and clerical records - Use of computers and relevant IT systems - Time management skills	Lifting up to 5kg				X
			Standing				X
			Sitting			X	
			Walking on uneven ground			X	
			Carrying			X	
			Climbing stairs and ramps				X
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching				X
			Fine motor skills				X
			Neck rotation				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

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Resource Recovery Officer	Providing high quality customer service to the customers and contractors and undertaking associated administrative responsibilities.	• Capacity to sit for up to 60 minutes occasionally • Capacity to stand for up to 60 minutes occasionally • Capacity to walk over even/uneven surfaces for up to 15 minutes occasionally • Capacity to climb up/down steps occasionally • Capacity to forward extend both right and left arms repetitively • Capacity to lift loads of approximately 10 kilograms between ground and shoulder heights rarely • Hand grip and dexterity required • Capacity to forward bend and rotate neck occasionally • Capacity to rotate lower back occasionally	Lifting up to 5kg				X
			Standing				X
			Sitting			X	
			Walking on uneven ground			X	
			Carrying			X	
			Climbing stairs and ramps				X
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching				X
			Fine motor				X
			Neck postures				X
			Accepting 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