



position description

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

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

To assist in the delivery of services to the specified standard for the programmed work allocated to the street cleaning team. To contribute to the effective operation and ongoing maintenance of the Resource Recovery Centre by providing quality waste management assistance and education to customers.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Delivers scheduled street cleaning and litter collection services to maintain cleanliness and public amenity.
- Monitors and services public waste infrastructure (e.g. bins, dispensers) to ensure they are emptied, clean, and fit for use.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Responds to illegal dumping and litter issues across Council-managed areas to support community safety and environmental standards.
- Operates plant and equipment safely and efficiently in line with procedures and OH&S requirements.
- Assists with the safe disposal of waste from street sweeper vehicles to maximise recycling and material separation.
- Provides operational support to other works teams and the Resource Recovery Centre to promote integrated service delivery.
- Supports the planning and implementation of Safe Work Method Statements (SWMS) and Traffic Control Plans (TCPs) to uphold safety compliance.
- Coordinates waste services at community events to ensure timely setup, servicing, and pack-down of receptacles.
- Maintains accurate records and timesheets in accordance with operational procedures to ensure transparency and accountability.
- Communicates effectively with internal and external stakeholders to address service requests and maintain positive public engagement.

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	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>

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 behaviors indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Organises and prioritises daily and weekly work activities based on schedules and operational needs.
- Identifies appropriate actions for routine tasks and escalates more complex issues as required.

SPECIALIST KNOWLEDGE AND SKILLS

- Operates and maintains mechanical plant and equipment safely and competently.
- Applies knowledge of cleaning agents, equipment, and processes across a range of surfaces and public assets.
- Applies understanding of road safety regulations and public cleaning standards.
- Exercises sound judgement in identifying and responding to safety and OH&S requirements on-site.

MANAGEMENT SKILLS

- Manages time and prioritises tasks to meet operational deadlines.
- Seeks guidance when workload is unmanageable or direction is unclear.
- Follows OHS policies and reports hazards, risks, and compliance concerns.
- Maintains personal presentation and uses PPE in line with safety requirements.

INTERPERSONAL SKILLS

- Communicates effectively with team members, supervisors, and the public.
- Maintains confidentiality and records work in accordance with procedures.
- Builds cooperative relationships with internal and external stakeholders.

INFORMATION TECHNOLOGY SKILLS

- Use council systems and software efficiently and is open to learning new digital tools relevant to operational duties.

CUSTOMER SERVICE SKILLS

- Acts with honesty, professionalism and courtesy in all interactions.
- Listens and responds respectfully to customer needs and concerns.
- Delivers on commitments and ensures clear, accessible communication.
- Supports equitable access to services, including for people with disabilities.

EMERGENCY MANAGEMENT DUTIES

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

- Current Forklift License (desirable)
- Current First Aid Certificate (desirable)
- Traffic management - Stop and Go (desirable)
- Traffic management - Apply Traffic Control Plans (desirable)

LICENCES AND MANDATORY QUALIFICATIONS

- Medium Rigid Truck License
- OHS general induction for construction works (White Card)
- Pre-employment Functional Assessment
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Evidence of eligibility to work in Australia must be provided prior to commencement.

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.

COGNITIVE JOB DEMANDS

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

- Proven ability to follow instructions and work according to established processes.
- Ability to undertake required duties in a safe manner, ensuring your own safety and that of others within the workplace.
- Flexibility, adaptability and willingness to undertake all duties required of the role, including early morning starts and role rotating.
- Well-developed communication and interpersonal skills.
- Basic use of computers.

Staff member signature

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.		<ul style="list-style-type: none"> • 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.		<ul style="list-style-type: none"> • 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.		<ul style="list-style-type: none"> • 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

<p>Looks for improvements is adaptable to change.</p>	<ul style="list-style-type: none">• 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
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People Development

<p>Welcomes opportunities learning and self-development.</p>	<ul style="list-style-type: none">• 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
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Manage Health and Wellbeing

<p>Takes responsibility for self-care and managing work-balance.</p>	<ul style="list-style-type: none">• 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
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Safety and Risk Management

<p>Takes responsibility for personal actions and safety and compliance concerns.</p>	<ul style="list-style-type: none">• 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
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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	
Street Sweeper Operator	Will contribute to the efficient and effective operation of council's outdoor operations activities.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to static stand for up to 2 hours Capacity to stand and walk frequently throughout the day Capacity to alternate posture frequently Capacity to walk up to 5km on even/uneven/sloped surfaces. Capacity to negotiate steps and stairs occasionally. Ability to use 3 points of contact when entering / exiting large work vehicles. Capacity to kneel and squat to ground level repetitively when completing low level tasks. Capacity to lift and carry up to 20 kilograms from ground to shoulder height and carry up to 20 metres. Capacity to work between ground and waist height frequently. Capacity to work above head height on rare occasions. Adequate movement through the trunk and lower back (including flexion, lateral flexion, and rotation). Adequate movement through the neck (including flexion, extension, and rotation) Adequate hand grip and dexterity including capacity to perform a power grip repetitively; Capacity to tolerate vibration Capacity to drive company vehicle up to 30 minutes frequently. Adequate level of fitness required. Ability to liaise with staff of all levels Ability to manage conflict and converse with disgruntled or abusive people e.g. members of the public. Ability to maintain professional relationships e.g. co-workers, community members. 	Sitting			X		
			Standing			X		
			Walking					X
			Lifting < 20kgs			X		
			Carrying < 15kgs			X		
			Pushing		X			
			Pulling		X			
			Climbing		X			
			Bending			X		
			Twisting			X		
			Squatting			X		
			Kneeling			X		
			Reaching			X		
			Fine motor					X
			Neck postures			X		
			Accepting instructions		X			
			Providing instructions		X			
			Sustained concentration					X
			Decision making		X			
			Problem solving		X			
Supervision of others	X							
Interaction with others			X					
Exposure to confrontation		X						
Respond to change					X			
Prioritisation					X			

		<ul style="list-style-type: none">• Possess strong interpersonal communication, organisational, and time management skills.• Ability to work both independently and in a team					
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