



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

This role supports the effective and efficient operation of the Resource Recovery Centre by recovering valuable recyclable materials, assisting with daily facility operations, educating customers on best-practice waste disposal, entering accurate data into council systems, and providing flexible support across customer service, operational duties, street sweeping and public litter collection.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Key Accountabilities and Duties:

- Supports efficient daily operations and maintenance of the facility to meet council standards and regulatory obligations.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Educates and directs customers on safe, compliant use of the site to encourage proper recycling and disposal.
- Enters and manages data using the Centre's digital systems to ensure accurate recordkeeping and reporting.
- Responds to customer enquiries and concerns professionally to uphold Wodonga Council's service standards.
- Monitors site conditions and equipment to identify and report hazards, maintenance needs, or non-compliance.
- Provides relief across multiple tasks, including litter collection and manual handling, to ensure operational flexibility.
- Follows safe work practices and PPE requirements to contribute to a safe and healthy working environment.
- Exercises sound judgement within established procedures to resolve routine issues and escalate as required.

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 behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Exercises sound judgement in selecting appropriate methods, processes, or equipment to achieve work objectives.
- Determines and organises the required resources to complete tasks successfully.

SPECIALIST KNOWLEDGE AND SKILLS

- Understands computer systems, data entry, and basic administrative procedures.
- Demonstrates knowledge of resource recovery operations, including willingness to learn and apply systems and practices.
- Works independently with minimal supervision and adapts to changing priorities.
- Commits to safe work practices and identifies recyclable materials effectively.

MANAGEMENT SKILLS

- Manages time effectively, prioritises tasks, and meets deadlines.
- Seeks support when needed and follows instructions clearly.
- Maintains workplace safety and reports risks, fraud, or corruption.
- Complies with hygiene, dress, and PPE standards.

INTERPERSONAL SKILLS

- Communicates clearly and respectfully with customers and team members.
- Builds rapport to gain cooperation and perform routine tasks collaboratively.

INFORMATION TECHNOLOGY SKILLS

Basic information technology skills appropriate to the role, including the ability to operate a computer confidently.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Delivers customer service with honesty, professionalism, and courtesy.
- Listens actively and communicates clearly to understand and meet customer needs.
- Responds to enquiries and resolves minor issues to maintain positive interactions.
- Supports equitable access for all community members, including people with disabilities.

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.

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's Licence (mandatory)
- National Police Check (to be provided prior to commencement)
- Pre-employment Functional Assessment (mandatory)
- 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)

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. 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. 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. Competence in the use of computers and digital systems, with the ability to follow instructions accurately and work within established processes and procedures.
4. 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.	<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	
Looks for improvements and is adaptable to change.	<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
People Development	
Welcomes opportunities for learning and self-development.	<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
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<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
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<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

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

