



position description

POSITION TITLE	Resource Recovery Officer
AWARD AND CLASSIFICATION	Wodonga Council Enterprise Agreement 2024 to 2027 Band 4
DIRECTORATE	Infrastructure & Growth
BUSINESS UNIT	City Services
REPORTS TO	Resource Recovery Centre Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	
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 contributes to the effective and efficient operation of the Resource Recovery Centre by:

- Supporting the recovery of e-waste and other valuable recyclable materials.
- Assisting in the delivery of high-quality waste management services.
- Educating customers on best-practice waste disposal and recycling methods.
- Entering and reporting data accurately across the Centre's computer systems.
- Assisting with the day-to-day operational tasks of the facility.
- Providing relief support across various roles as required, including:
 - Customer service
 - Operational duties
 - Street litter collection

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

The position is accountable for:

- Overseeing the effective operation and maintenance of the facility in accordance with council standards and relevant regulatory requirements.
- Ensuring efficient use and operation of both the facility and associated council systems.
- Representing the council in a professional, courteous, and cooperative manner when interacting with the public and staff, including adhering to uniform and identification requirements (corporate uniform and name badge).

The position has the authority to:

- Monitor, regulate, and direct users of the facility to ensure safe and appropriate use.
- Exercise sound judgement and discretion in the performance of duties, in line with established procedures and guidelines.

OUR VALUES

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

PERSONAL COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION-MAKING SKILLS

Ability to exercise sound judgement in selecting the most appropriate methods, processes, or equipment from a range of available options to achieve work objectives, including the ability to assess and determine the resources required to successfully meet those objectives.

SPECIALIST KNOWLEDGE AND SKILLS

- Solid understanding of computer systems, data entry practices, and administrative procedures.
- Good knowledge of the operational and maintenance procedures associated with a Resource Recovery Centre, including:
 - A willingness to learn and use the Centre's data capture and reporting systems.
 - Familiarity with reusable and recyclable materials.
 - Ability to work independently with minimal supervision.
 - A proactive and adaptable approach to change.
 - Commitment to following safe work practices.

MANAGEMENT SKILLS

- Effectively manage time, prioritise tasks, and meet agreed deadlines.
- Follow directions and seek support for workload management when needed.
- Act with honesty and transparency; report any suspected fraud or corruption.
- Understand and consider risk in daily work activities.
- Maintain a safe work environment by following OHS procedures and reporting hazards or non-compliant behaviours.
- Take responsibility for personal and team safety and wellbeing.
- Adhere to dress standards, maintain personal hygiene, and wear required uniform and PPE.

INTERPERSONAL SKILLS

- Strong verbal communication skills to interact effectively with clients, the public, and colleagues, including the ability to resolve minor issues.
- Ability to build rapport and gain cooperation from others to carry out clearly defined tasks.

INFORMATION TECHNOLOGY SKILLS

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

CUSTOMER SERVICE SKILLS

Deliver customer service by acting with honesty, professionalism, and courtesy; actively listening and communicating clearly; meeting commitments; acknowledging and resolving mistakes; and supporting equitable access for customers with disabilities.

EMERGENCY MANAGEMENT

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 STATEMENT

Council is a proud equal opportunity employer, committed to creating a diverse, inclusive, and respectful workplace. We ensure fair and equitable consideration for all applicants, regardless of age, gender, disability, marital or parental status, sexual orientation, cultural background, religion, or any other attribute unrelated to job performance. We actively uphold our responsibilities under equal opportunity and workplace legislation and are dedicated to eliminating all forms of discrimination, fostering a safe and supportive environment for everyone.

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

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 (O)	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
	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
			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