

POSITION: CUSTOMER SERVICE AND RESOURCE RECOVERY OPERATOR

REPORTS TO: SITE SUPERVISOR WASTE SERVICES

ACCOUNTABLE TO: OPERATIONS MANAGER WASTE SERVICES

GROUP: PLANNING & ENVIRONMENT

DATE REVISED: NOVEMBER 2023

ROLE CHARTER

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

OUR GUIDING PRINCIPLES ARE:



MAKE THINGS EASY
Do the hard work to make things intuitive for me.



BE WELCOMING
Care for me as a person, not a task or a number.



BE OPEN MINDED
Listen to me and work with me to find solutions.



LOOK OUT FOR ME
Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES
Follow through on your commitments to me.

PRIMARY PURPOSE

To undertake a range of waste management services to the community of Maitland including the provision of correct waste disposal at Mt Vincent Road Waste Management Centre, with a strong focus on increasing resource recovery within the facility and reducing waste to landfill and managing traffic and customer interactions in the recycling areas and the tipface. This role will also encompass the provision of timely and professional weighbridge services to incoming and outgoing customers and will provide a high level of customer service and support and portray a positive image of Council at all times.

CORE ACCOUNTABILITIES

1. Provide a high level of customer service at Mount Vincent Road Waste Management Centre and other sites as required, including identifying opportunities to improve the customer experience of customers accessing Council's Waste Services.
2. Supervise customer activities in the recycling areas and tipface, including the Community Recycling Centre (CRC), by managing traffic and providing appropriate advice on the disposal of waste items and increase resource recovery.
3. Monitor levels of recyclables and report to the Site Supervisor when removal is required. Conduct accurate and timely reporting to meet compliance requirements for the CRC.
4. Operate equipment and plant at the Mt Vincent Road Management Centre to increase resource recovery and ensure landfilling of waste is minimised, and provide dust suppression through operations of the water cart in collaboration with the waste service operations team.
5. Maintain and clean equipment and plant items to a satisfactory condition and report damage or defects immediately to keep the plant in a safe working order in line with an approved maintenance schedule.
6. Provide weighbridge/gatehouse services and maintain accurate transaction records for each vehicle including the responsibility for the receipt and safe custody of gate takings on a daily basis.
7. Support recycling and resource recovery events as needed such as compost give aways, mattress musters and education events at locations across the Maitland Local Government Area.

To undertake any other duties, projects or tasks as directed by the Site Supervisor/Coordinator which are within the employee's skills, competence and training.

To behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

ESSENTIAL CRITERIA

1. Demonstrated ability and commitment to achieving a high level of customer service.
2. Contemporary knowledge and demonstrated experience with recycling or resource recovery operations.
3. Understanding of WH&S in the context of the waste industry and resource recovery.
4. Demonstrated computer literacy skills, including experience with weighbridge software.
5. Proven ability to work productively as a member of a team and contribute to team goals.
6. Current licences/tickets including:
 - Class C Drivers Licence.
 - Traffic Controller

DESIRABLE CRITERIA

1. Certificate III in Waste Management.
2. Current licences/tickets including:
 - Forklift Ticket
 - HR Licence
 - WHS General Construction Induction (White Card)



Date:

Agreed:

Employee Name

Employee signature

