

Role Charter

POSITION:	WASTE SERVICE / BULKY COLLECTION OPERATOR
Reports to:	Team Leader (Various)
Accountable to	Coordinator Waste Collections
Group:	City Planning
Date revised:	March 2023

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 everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To provide coverage across a range of waste management services including the general waste and bulky waste collection service across the Maitland LGA including operation of waste vehicles and other general labouring duties in a safe and efficient manner.

To provide services at the Mount Vincent Road Waste Management Centre and operating land fill plant and equipment. The role will provide a high level of customer service, display a courteous and cooperative manner and portray a positive image of Council at all times.

Core Accountabilities

1. Undertake general waste collection duties including the operation of rear-loading and side-loading waste collection vehicles, the collection of presented bulky kerbside waste and illegally dumped

items in accordance with adopted work practices, procedures, WHS requirements, and road and environmental regulations.

2. Assess load compliance when undertaking bulky waste collection to ensure loads are in accordance with size and waste type restrictions.
3. Assemble, deliver and repair mobile garbage bins efficiently, in a timely manner and to the satisfaction of the customer.
4. Operate equipment and plant at the Mount Vincent Waste Management Centre and ensure resource recovery is optimised and landfilling of waste is minimised.
5. Provide quality customer service through the provision of education and advice to customers regarding bulky waste services and providing assistance and advice to the public to ensure the correct disposal and recycling of materials at the waste management facility.
6. Ensure work is carried out safely, in accordance with safe manual handling procedures, and efficiently with minimum inconvenience to the public and stakeholders.
7. Maintain and clean plant items to a satisfactory condition including undertaking daily pre-start inspections and ensuring service schedules are maintained and defects reported promptly to ensure plant remains in a safe and roadworthy condition.
8. Assist in the development and review of safe work method statements and risk assessments as they relate to waste services.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

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

Essential Criteria

1. HR Driver's Licence.
2. Contemporary demonstrated experience operating rear-loading and/or side-loading waste and/or recycling collection vehicles.
3. Demonstrated understanding of WHS obligations relating to the waste industry and regulations and responsibilities specific to the safe operation of heavy vehicles (e.g., Chain of Responsibility).
4. Proven ability to work productively as a member of a team and contribute to team goals.
5. Solid interpersonal and conflict resolution skills and commitment to providing positive customer experiences.

Desirable Criteria

1. Current licences/tickets including:
2. Traffic Controller
3. Front End Loader (LL) and/or Skid Steer (LS) competence
4. Safe Work Near Powerlines
5. WHS Construction Induction Card

Date:

Agreed:

Employee Name

Employee signature