



Waste Operator

Section: Community Services

Salary point: 8

Position number: PSC1031

Last updated: May 2019

Position objectives

The Waste Operator provides superior customer service to all users of the Waste Transfer Station by building quality relationships with all stakeholders. The Waste Operator is also responsible for all the daily operational aspects of the transfer station which includes the operation of the weighbridge, the unloading, sorting and processing of the waste delivered to the facility with the aim of maximising resource recovery as well as the general maintenance and cleaning of the facility.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

There are three main duties performed by the waste operator which are; Plant Operator, Floor Operator, and Weighbridge Operator.

When rostered as Plant Operator the operator is responsible for;

- The safe and effective operation of allocated plant items within all WHS and legal requirements.
- Performing daily vehicle/equipment checks, cleaning and preventative maintenance of all allocated plant items such as loader/backhoe, forklift, ride-on mower and whipper snipers.
- Packing/loading of bins and pushing up of green waste stockpile.
- When not required to use heavy plant the Plant Operator is to assist Floor Operators

- Sorting of waste to achieve resource recovery and to remove unsuitable waste from designated waste streams

When rostered on as a Floor Operator the operator is responsible for;

- Manual handling tasks associated with waste transfer station operations in a safe and efficient manner, these tasks include;
- Unloading of vehicles
- Recovery and sorting of materials for recycling, processing or landfill
- Packing away E-waste, mattresses and decanting oil
- Maintenance and cleaning of grounds, including the use of ride on lawn mower and wiper snipper
- Cleaning of lunchroom, toilet and office facilities.

When rostered on as the Weighbridge Operator the operator is responsible for;

- Receive and process all financial transactions
- Identify waste and charging customers the approved fees to dispose of waste
- Perform daily bank reconciliation and associated reporting processes
- Receive all customer requests, complaints and incoming telephone calls and respond on the behalf of waste operation or redirect where necessary
- Monitor and maintain visitors register to comply with current policy and evacuation procedures

Other Duties that the Waste Operators are expected to perform are;

- Manning of the Chemical Drop Off Facility which requires;
 - Assisting residents unload chemicals
 - Identification of chemicals
 - Safe handling and storage of chemicals
- Comply with Council's safety policy and procedures, ensure all work activities are assessed and potential risks managed, contribute to risk treatment plans and safe work method statements, standard operating procedures and participate in safety inspections and toolbox meetings and complete incident reports
- Training other staff in areas of expertise and demonstrate conduct that promotes Council as a professional organisation
- Maintain up to date knowledge of policies, services and procedures to ensure the provision of accurate information to customers and stakeholders

Key accountabilities

- The Waste Operator provides a high level of customer service when interacting with all stakeholders both over the phone or face to face.
- The Waste Operator generally works to established procedures, however work is often unsupervised and so waste operators from time to time have to make judgement calls to keep facility operating efficiently and safely and so they share accountability for the tasks involved in the day to day running of the Waste Transfer Station.

Extent of authority

The jobholder is accountable for following the instructions given by the delegated supervisor for completion of tasks and works within Council's policies and procedures, as defined in the Local Government Act and other relevant legislation.

Judgement and decision making

Tasks are generally repetitive; however, work requirements are strongly dictated by physical workflow and when working unsupervised the waste operator will be required to solve operational problems by making the appropriate judgement calls that best suit the situation.

Skills, knowledge and capacity

Organisational

- Literacy and numeracy skills that allow the completion of worksite documentation such as cash handling, daily banking reconciliation, work method statements and quantity calculations.
- Sound knowledge of weighbridge operations and Microsoft Office programs or ability to comprehend within probation period.

Interpersonal

- Demonstrated experience in providing excellence in customer service together with excellent interpersonal, communication and conflict resolution skills.
- Demonstrated ability to use initiative and sound judgement when making decisions and to work unsupervised.

Qualifications and experience

- Certificate III in Waste Management
- Hold a dangerous goods awareness certificate or be able to complete training within probation period.
- WorkCover licence and demonstrated safe and effective operation on forklift.
- Demonstrated history of manual labouring experience including skills associated with safe manual handling techniques.
- Demonstrated safe operation of small plant items including wiper snipers and mowers
- Demonstrated safe and effective operation of a frontend loader/backhoe to a 'self-load' capability standard when required, including appropriate WorkCover or equivalent competency accreditations.

Capability Framework level: Intermediate

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date