

POSITION TITLE: Waste Management Support Officer

POSITION NO: 2753

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 3

CERTIFIED AGREEMENT: Officers **AWARD:** QLGIA

DEPARTMENT: Executive Services

BRANCH: Commercial Enterprises and Waste

SECTION: Waste Management

REPORTS TO: Coordinator Waste Management

ORGANISATIONAL VALUES: ☐ Honesty ☐ Respect ☐ Accountability ☐ Integrity ☐ Unity

1. PRIMARY ROLE

Provide professional administrative services which support the effective and efficient operation of the Commercial Enterprises and Waste branch.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Provide excellent customer service to internal and external customers, including responding to enquiries from internal and external customers promptly and professionally.
2. Coordinate and submit waste levy reporting to the State Government within statutory timeframes.
3. Lead the promotion of Council's services and community education and provision of relevant regulatory documentation.
4. Support the Waste team to deliver Capital Works projects including managing project budgets, raising purchase orders and project updates including to external customers.
5. Process tasks, effectively manage customer requests and complaints promptly and professionally through effective questioning and action to ensure an acceptable outcome with effective follow through, including referral and escalation when required.
6. Draft routine correspondence including memos, letters, infringement notices, agendas, minutes, report preparation and maintenance of refuse run sheets. Typing from a dictated audio file will be required.
7. Undertake administrative tasks associated with administering Council's local laws and other relevant legislation.
8. Record, maintain and retrieve waste data from various databases/ registers on a range of parameters for reporting purposes, including recording, and managing waste data in the iWeigh program (or relevant corporate software).
9. Generate requisitions and purchase orders as requested and monitor receipt of goods and services including accurate banking of Council revenue (e.g., Waste disposal fees) received from the waste disposal facilities.
10. Undertake relevant training and provide trouble shooting guidance to contractors.
11. Register documents in Council's Electronic Records Document Management System.
12. Provide assistance to the relevant trainees within the Branch.

13. Complete additional activities and reasonable directions given by management.

3. **ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY**

- Minimum requirement of a current C Class driver's licence.
- Qualification in Business Administration (Desirable)
- Working with Children (Blue Card) (Desirable)

4. **KEY SELECTION CRITERIA**

1. Previous relevant experience in an administration role providing a high level of customer service and support in a busy work environment.
2. Previous relevant experience in promoting a service, community engagement and education.
3. Ability to research and acquire knowledge of Council functions, processes, procedures and relevant legislative requirements in relation to the environment and waste disposal services.
4. Well-developed oral and written communication skills including computer skills and experience, and a high level of accuracy and attention to detail.
5. Proven ability to work effectively within a team, establish work priorities and meet deadlines.
6. Sound interpersonal and conflict resolution skills with the ability to negotiate a variety of outcomes with individuals at all levels.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
Chief Executive Officer: Mark Pitt PSM	Signature: 