

Position Details

Position Title: Waste Operator	Classification: Band 1 Level 4 Grade 8	Position Number: BHCC-WST-04
Group/Area: Waste and Sustainability	Reports to: Waste Management Coordinator	Hours per week: 38

Our Organisation:

- Vision:** Broken Hill Is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.
- Mission:** Council provides responsive community leadership to enhance community living and facilitate a prosperous economy
- Our Values:** Accountability, Pride, Perseverance, Courage & Honesty, Teamwork

Position Objective:

Responsible for completing the collection of household mobile garbage bins within the City of Broken Hill as well as drive/operate Council loader and other Waste Services machinery for the purpose of effective Waste facility operations as required by EPA guidelines and Council's 'Landfill Environmental Management' plan. The position has some interaction with the public and requires the highest level of customer service and may provide direction and answer queries.

Key Stakeholders:

- General Manager
- Director Infrastructure and Environment
- Waste and Sustainability Manager
- Waste Management Coordinator
- Asset Management team
- Other Council Departments
- Community members and visitors

Special requirements:

- Must be available to work weekends, public holidays and school holidays.
- Works in accordance with the Award.
- Works under limited supervision.

Reporting Lines:

- This position reports to the Waste Management Coordinator

Duties and responsibilities:

You will use your professional skills and experience to:

- Drive/operate Council trucks for the purpose of collecting waste from household mobile garbage bins, street litter bins and/or commercial trade waste bins on the daily run assigned by the Waste Management Coordinator and other waste services machinery.
- Collection of dead animals on daily run as required.
- Responding to requests for new bins, repairing bins etc.
- Drive and operate all Council trucks, loaders and other waste services plant items at the landfill site.
- Complete all general duties at the landfill site including:
 - Composting
 - Green waste processing and recycling
 - Loader operation and shredding
 - Repair bins
 - Removal of litter and debris onsite and from streets within city limits as per the Litter Management Plan
 - Collecting of dead animals (as required)
 - Monitoring and collecting of statistical information for reporting requirements
 - Removal of debris from silt traps and gully pits
- Ensure a high level of customer service at all times to all landfill site users, including:
 - Open and closure of the site as required
 - Providing direction to waste facility users and/or general instruction on waste drop-off areas
 - Information is provided to the public of all relevant Council procedures, works and restrictions in a clear, concise and accurate manner
 - Complaints and/or disputes are identified and resolved promptly or referred to the appropriate person
 - Maintaining confidentiality of information
- Complete all operational duties in relation to Council's Transfer Station including:
 - Checkpoint at Council's Weighbridge for consistent checking of waste
 - Guidance for users and direct users through the Transfer Station
 - Give directions to users regarding types of materials to be accepted, materials to be separated and correct placement of materials
 - Maintain Transfer Station in a neat & tidy condition, including regular wash down of sealed/concrete areas
 - Load recovered products from the stockpile area (compost/mulch/crushed concrete etc)
 - Ensure changeover of full bins as required including assisting contractors to load out items
 - Work in a positive manner with other team members
 - Ensure that spillage of material does not occur from bins at the Waste Transfer Station
 - Ensure all work at Council's waste operations are conducted with a high degree of professionalism
- Cleaning, refuelling and routine maintenance of all allocated plant items.

- Ensure all plant items are operated in accordance with operating manuals and respective Safe Work Method statements.
- Ensure all work is completed in accordance with Work Health and Safety requirements and Safe Work Method Statements and promote safety awareness for all landfill site users.
- Ensure all allocated duties are completed in an effective and professional manner within the timeframe specified in accordance with the supervisor's direction and work requests.
- Communicate all information relevant to the work and ensure it is shared with colleagues/co-workers.
- Undertake other duties within employee's skills, competency and training as required.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having the ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoints and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolving Customer Requests and enquires in a timely and customer-focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Always act courteously and professionally towards customers.
- Manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department and ensuring these are considered in decision-making.
- Support business excellence and continuous improvement practices.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and cooperation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.

- Understanding corporate risks that apply to your activities.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Person and Position Specification


Essential

- Demonstrated specialist knowledge with a high level of demonstrated competency is required in machinery operation including but not limited to Loader, Tipper and Waste Compactor truck.
- A minimum of six (6) months relevant work experience.
- Current HR Drivers licence (minimum).
- Knowledge of Workplace Health and Safety practices in relation to heavy machinery operation in public places.
- Basic mechanical knowledge.
- Acquire and maintain relevant competencies/ skills/ training to ensure work is conducted efficiently and in a safe manner e.g., handling asbestos and handling sharps.
- Demonstrated commitment to a customer service culture and delivery of quality service.

Desirable

- Demonstrated specialist knowledge or experience with a high level of demonstrated competency is required in machinery operation, garbage truck operation and landfill operations.
- Good understanding of Lead safe and Contaminated Waste Disposal work practices.

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Acceptance of Position Description		
Approved: General Manager	Signature: 	Date: 02/02/2022
<i>I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.</i>		
Accepted: Employee Name	Signature:	Date: