

# POSITION DESCRIPTION

## Waste Business Officer

<b>Position number</b>		EV26
<b>Directorate</b>		Community Assets and Infrastructure
<b>Service unit</b>		Environment and Waste
<b>Classification</b>		Band 5 (Moorabool Shire Council Enterprise Agreement No 10, 2023)
<b>Organisational relationships</b>	Reports to	Coordinator Sustainable Environment
	Directly supervises	Not applicable
	Internal relationships	All staff
	External relationships	Residents, rate payers, community groups, other municipalities and government departments, service suppliers, and Industry sector networks
<b>Probation period</b>		6 months (applies to all new employees)
<b>Approved by (position title)</b>		General Manager Community Assets and Infrastructure
<b>Date</b>		12 September 2024
<b>Position purpose</b>		<p>This role is responsible for delivering efficient, high-quality waste management services to both internal and external stakeholders. This includes offering advice and guidance on waste collection across the shire and collaborating closely with contractors to ensure a consistent and high-performing service to the community.</p> <p>The position will work collaboratively with the Environment and Waste Leadership Team to build a cohesive, high-performing workgroup. This involves clarifying responsibilities, involving the team in decision-making, fostering a positive team culture, recognising achievements, and identifying and providing opportunities for professional development.</p>

## Key responsibilities and duties

### Customer service

- Be the key liaison for customer enquiries regarding operational waste matters raised through telephone calls, emails and customer service requests by coordinating requests and responses using the

appropriate organisational platforms in place and ensuring that all information provided is up-to-date, accurate and timely.

- Roll out process improvements to the customer service department to ensure consistent procedures and messaging is utilised.

## Contract management

- Be the key liaison for the contractor providing information, advice and ensuring the waste services are maintained to a high standard
- Create and process all invoices relating to the waste contracts and activities using documented procedures
- Communicate any invoicing errors to the contractor and work to resolve and receive credits to Council where required.

## Administrative duties

- Actively contribute to or lead the development of administration procedures and system improvements to advance the efficiency and functionality of the department
- Administer new waste service and bin requests ensuring responses are undertaken within required timeframes and all documentation is recorded
- Raise all waste charges for new waste services and issue reproduction rates notices
- Maintain waste services databases, ensuring statistical data is collected and recorded accurately
- Assist the Sustainable Environment team in any administration of events, workshops and venues
- Provide support to the Sustainable Environment coordinator and undertake other projects and activities as required
- Provide advice and consultancy to management and staff where appropriate

## Continuous improvement

- Work consciously at improvement by thinking from the point of view of the service user and using existing strategies and guides to constantly update and modernise
- Provide input and assist with continually improving Council's systems, work processes and practices within the team
- Keep up to date with developments, legislation and regulations relevant to the requirements of the position.
- Identify research and assist in the development of policies that will add value to Council in regard to waste management and resource recovery
- Enhancing professional self-development and demonstrating behaviours that support a positive and supportive team environment.

## Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, and allegations of child abuse are properly and promptly responded to.

## Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

## General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.
- Work in ways that promote the health and safety of all employees.
- Immediately report all incidents and/or near misses through Councils Incident Management System (CAMMS).
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.
- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Staff who fail to disclose any pre-existing injuries, illnesses or diseases or the making of a false or misleading disclosure, will disentitle compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC) for the staff member and their dependents should they suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Moorabool Shire Council.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

**This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.**

## Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

Always	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
Often	Used often but not as consistently to achieve position duties	30% - 60% of time
Occasionally	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

<b>Self-Management</b>	Demonstrates personal growth and resilience, supporting a positive emotional climate	<ul style="list-style-type: none"> <li>•Personal impact</li> <li>•Emotional intelligence</li> <li>•Growth &amp; Resilience</li> <li>•Integrity</li> </ul>	<b>Always</b> (all roles)
<b>Communication</b>	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	<ul style="list-style-type: none"> <li>•Effective &amp; Audience Specific</li> <li>•Relationship Management</li> <li>•Negotiation</li> <li>•Influence</li> </ul>	<b>Always</b>
<b>Action &amp; Achievement</b>	Drives outcomes with purpose, ambition, accountability, and action	<ul style="list-style-type: none"> <li>•Accountability</li> <li>•Decision making</li> <li>•Planning &amp; Prioritisation</li> <li>•Time Management</li> </ul>	<b>Always</b>
<b>Community &amp; Inclusion</b>	Collaborates across Council, open and accepting of differences, creating community value	<ul style="list-style-type: none"> <li>•Collaboration</li> <li>•Diversity &amp; Inclusion</li> <li>•Customers &amp; Community Engagement</li> </ul>	<b>Always</b>
<b>Innovation &amp; Change</b>	Engaged and supportive of change, with the courage to persevere through uncertainty	<ul style="list-style-type: none"> <li>•Continuous Improvement</li> <li>•Manage ambiguity</li> <li>•Change Management</li> </ul>	<b>Always</b>
<b>Business Performance</b>	Delivers outcomes with commercial and organisational nous	<ul style="list-style-type: none"> <li>•Financial Management</li> <li>•Risk Management</li> <li>•Data &amp; Analytical Literacy</li> <li>•Technology</li> </ul>	<b>Often</b>
<b>Strategic Mindset</b>	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	<ul style="list-style-type: none"> <li>•Political Nous</li> <li>•Critical Thinking</li> <li>•Problem Solving</li> <li>•Direction &amp; Purpose</li> </ul>	<b>Often</b>
<b>Leadership</b>	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	<ul style="list-style-type: none"> <li>•Humanistic</li> <li>•Future focused</li> <li>•Coaching &amp; Development</li> <li>•Inspirational</li> </ul>	<b>Often</b>

## Classification definitions

### Accountability and extent of authority

- Accountable for ensuring actions and reports are completed in accordance with statutory requirements and Council policies
- Accuracy of advice and support given in respect to waste management and resource recovery.
- Advising and escalating matters requiring higher attention.
- Provide courteous and efficient customer service to internal and external stakeholders.
- Provide accurate information and referral services.
- The standard of work performed to meet requirements of position responsibilities.

	<ul style="list-style-type: none"> <li>• The freedom to act is subject to close supervision or to clear guidelines.</li> <li>• Deliver excellent public and customer service promoting a positive and professional image of Council operations.</li> </ul>
<p><b>Judgement and decision making</b></p>	<ul style="list-style-type: none"> <li>• Providing support and advice to the Environment and Waste Leadership Team in the implementation of corporate programs, Council policies and procedures in areas of expertise.</li> <li>• Providing accurate advice and making informed decisions based on up to date knowledge, research and information.</li> <li>• Utilising problem-solving skills through the use of guidelines, procedures, professional and technical knowledge or experience in relation to waste management and resource recovery.</li> <li>• Guidance and advice would usually be available within the time required to make a choice.</li> <li>• Procedures and policies, used in order to make decisions, are well understood and clearly documented.</li> <li>• This position requires a high degree of diplomacy and sensitivity in the handling of issues and requests.</li> <li>• Alerting the Coordinator Sustainable Environment to any organisational issues that may impact on Environment and Waste/Customer Service/Council</li> </ul>
<p><b>Specialist skills and knowledge</b></p>	<ul style="list-style-type: none"> <li>• Well-developed computer skills with a high level of attention to detail and accuracy to produce high quality of work.</li> <li>• Knowledge of municipal operations and officers/directorates responsible for various functions.</li> <li>• Ability to assist in the preparation of written and verbal correspondence, reports and other requests as directed by the Coordinator Sustainable Environment.</li> <li>• Ability to apply problem solving techniques that will lead to positive outcomes for the team and the organisation</li> <li>• An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.</li> <li>• Knowledge of continuous improvement processes and procedures</li> </ul>
<p><b>Management skills</b></p>	<ul style="list-style-type: none"> <li>• Skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.</li> <li>• Ability to organise work priorities and to meet deadlines to deliver to service delivery standards.</li> <li>• Ability to provide guidance, advice and training to other staff in relation to waste and resource recovery practices.</li> <li>• Ability to make safety of yourself, your co-workers and other relevant parties an integral part of your work activities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Understand and comply with Council's OHS/Risk Management Policy, EEO and Privacy Policies and legislative requirements.</li> <li>• Work within Council's policies and procedures.</li> <li>• Capacity to adapt to changing circumstances and be flexible in their approach to meet challenges</li> </ul>
<p>Interpersonal skills</p>	<ul style="list-style-type: none"> <li>• The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.</li> <li>• Employees in this Band will be expected to write reports in their field of expertise and/or to prepare external correspondence.</li> <li>• Demonstrated ability to work in a team-based environment.</li> <li>• Highly developed communication skills (written and verbal) with the ability to develop strong working relationships both internally and externally</li> </ul>

## Qualifications, skills and experience

### Qualifications

- Completion of a degree or diploma course with little or no relevant work experience, or Certificate IV in Business, Business Administration or Management would be highly regarded, however, progress towards or willingness to undertake further studies will be considered

### Skills and experience

- Demonstrated experience working within a waste management and resource recovery administration role for both internal and external stakeholders
- Demonstrated knowledge and experience in using computerised databases, including relevant PC applications, competent keyboard skills with high attention to detail.
- Ability to plan and organise work priorities to meet objective in response to competing demands, priorities and short deadlines.
- Ability to analyse complex problems correctly, assess a range of possible solutions and select the most appropriate to meet budgetary requirements and customer service, community and regulatory obligations
- Experience in innovation, identifying and implementing process improvements and change management which reflect best practice in continuous improvement.
- Demonstrated highly developed communication skills (written & verbal) with the ability to develop strong working relationships both internally and externally

## Licences and registrations

- A current Victorian Drivers licence is required as travel around the Shire may be needed and access to public transport is extremely limited.

## Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights - above 10 kg			✓	
Manual handling – above 5 kg below 10 kg			✓	
Working with arms above head			✓	
Manual handling – lifting above shoulder			✓	
Repetitive bending/twisting				✓
Using vibrating / powered hand tools				✓
Close inspection work				✓
Working in dusty / slippery / wet conditions			✓	
Wearing safety shoes/boots (steel cap)			✓	
Wearing hearing / eye protection				✓
Using chemicals				✓
Repetitive hand washing / cleaning				✓
Working at heights				✓
Working in confined spaces				✓
Working in heat (over 35 C)				✓
Working in cold (under 5 C)				✓
Driving vehicles			✓	
Operating plant				✓
Using a keyboard	✓			
Writing by hand			✓	
Transcribing from hard copy				✓
Audio transcription				✓
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)				✓
Other _____				

## Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

<b>Employee Acceptance:</b> <i>(name and signature)</i>	
<b>Date:</b>	

**PLEASE NOTE:**

*Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.*