

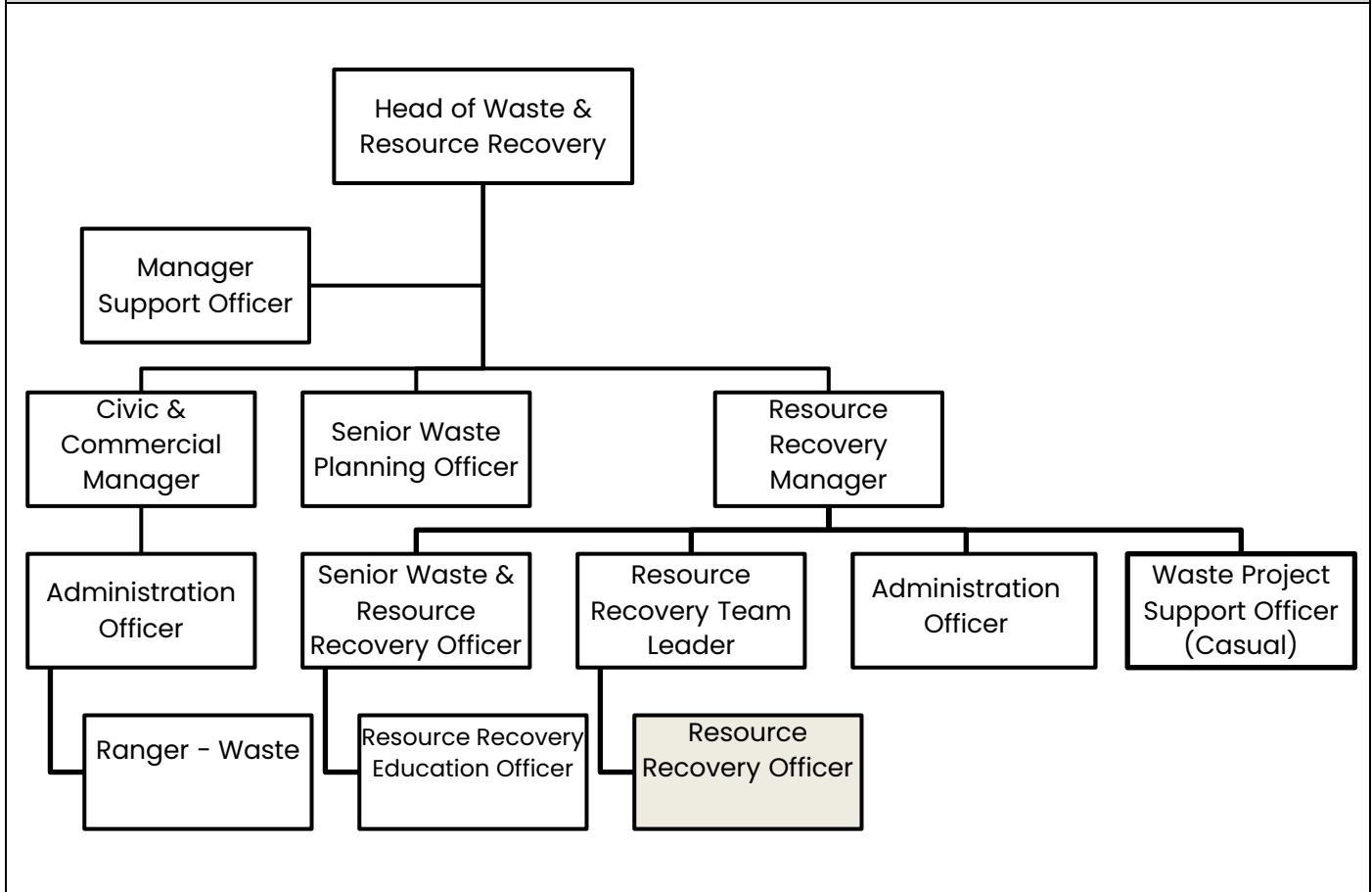
# Position Description

<b>Position Title:</b>	Resource Recovery Officer
<b>Grade:</b>	G
<b>Department:</b>	Waste & Resource Recovery
<b>Date:</b>	October 2024

## Position Purpose

This position plays an important role as a Field Officer within Council’s Waste & Resource Recovery Department. Field Officers are required to plan, carry out and maintain records for the monitoring of contaminated domestic waste and related resource recovery programs. Activities required may include inspection of domestic waste bins, data entry and record keeping, as well as working closely with Council contractors and staff. The position therefore requires mostly independent outdoor work, with office-based data entry and program planning. The position requires early morning starts, with some weekend and evening work.

## Department Structure



## Key Result Areas

### 1. Council's Waste Management Functions

#### Major Actions

- Complete all work in line with Council's procedures and specifications
- Complete all assigned works in a timely manner
- Train staff in contamination management procedures as required
- Provide information to the community regarding contamination management and resource recovery
- Assist with development of relevant educational material
- Perform site inspections regarding waste management, bin signage and bin presentation
- Assist with the changeover of waste services at properties

### 2. Council and Waste Contractor Staffing Liaison

#### Major Actions

- Communicate regularly with contractors staff for effective contamination monitoring outcomes, including the drivers, customer service and operational staff
- Work cooperatively with Waste Services staff to plan, monitor and complete Contamination Management procedures and functions
- Provide feedback to Council staff and contractors regarding service delivery in field
- Attend staff meetings
- Maintain confidentiality and professionalism at all times

### 3. 3. Day to Day Activities Planning and Coordination

#### Major Actions

- Keep accurate record of all work activities and process all correspondence as required
- Regularly monitor the assigned Council area and identify problem areas
- Plan inspections in accordance with identified priorities and suburbs
- Regularly evaluate household performance and behaviours and provide appropriate feedback
- Identify and utilise equipment and technology equipment required for the job
- Maintain reasonable timeframes for assessment of services
- Identify, map and monitor neighbourhoods of high contamination and record outcomes
- Coordinate and monitor educational assistance to households identified as requiring further advice
- Operate with a considerable degree of independence

### 4. Customer Service

#### Major Actions

- Provide effective service to Council customers, internal and the community
- Accurately identify the needs of customers and take appropriate action to satisfy customer needs
- Present a positive image of Council

## Key Result Areas

### 5. Corporate Governance and Effective Work Practices

#### Major Actions

- Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with Council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

### 6. Work Health and Safety (WHS)

#### Major Actions

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

## Qualifications, Experience and Specialist Skills & Knowledge

### Essential

- TAFE Certificate in Office Administration/relevant field or equivalent experience
- Highly developed customer service skills and experience managing public enquiries
- Proven ability to negotiate, problem solve and interact on complex issues
- High level competencies in verbal and written communication
- Experience using mobile technology devices
- Ability to work in a small team
- Administration experience (including complex data management)
- Current Class C driver licence

### Desirable

- Experience in engaging with the community and individuals
- Experience working with a variety of stakeholders
- Capacity to work in a multi-project and multi-function environment
- Knowledge of waste management in local government