

WASTE SERVICES OPERATOR

Position Number:	Internal
Banding/Remuneration:	Band 3
Division/Branch:	City Services/Sustainable Monash
Reports To:	Supervisor Asset Cleansing or Recycling and Waste Centre Team Leader
Date Approved:	October 2023

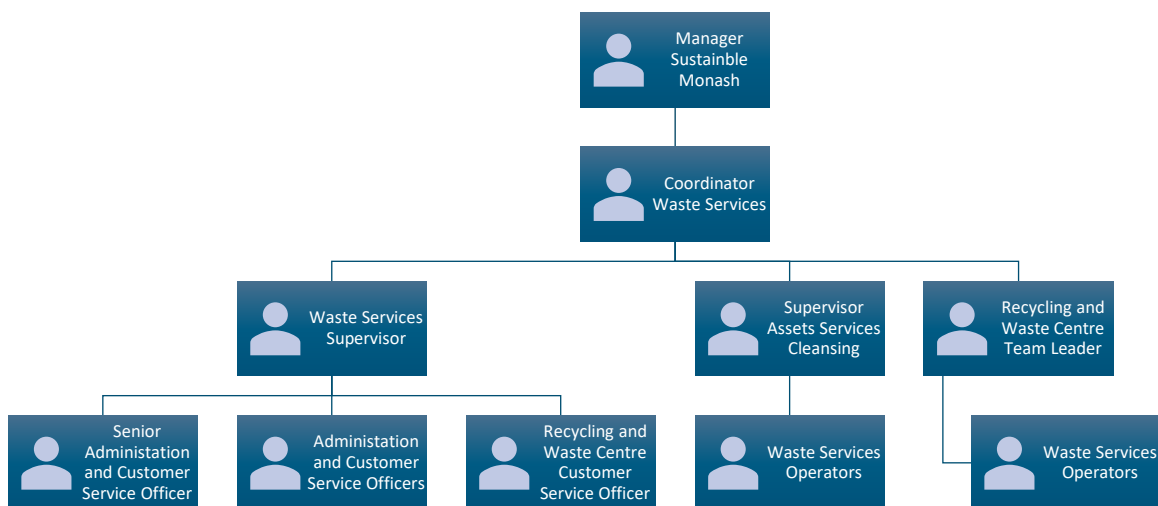
Position Objectives:

Undertake a variety of tasks to deliver responsive and quality public amenity maintenance and waste services throughout the City of Monash to meet Customer Service guarantees.

Present a positive professional image of the City of Monash and provide excellent customer service to members of the public, colleagues, contractors and traders. Actively contribute to a team culture of respect, teamwork and accountability.

Undertake other activities to support the delivery of Waste Services goals and tasks as required. This includes some night shift.

Team Structure:



Key Responsibility Areas:

General: Provide a range of asset maintenance and waste services as required of Waste Services, including, but not limited to:

- Bin maintenance (delivery of new bins, repair of residential bins)
- Removal of dumped rubbish
- Bin clearance (street, bus stop and reserve bins)
- Street sweeping (Mechanical and manual cleaning of kerb and channel, roads, carparks, laneways, footpaths (including night shift)
- Monash Pride crew (award winning place based cleansing site leaders)
- Litter control
- Rapid response including dead animal collection, spill response, sharps collection, graffiti removal
- Hour of Power, including pavement cleaning, bin cleaning, fixed street furniture cleaning
- Waste Transfer Station operations (hook truck, loader, backhoe, forklift and customer service)
- Delivering waste services to community and Council events
- Assisting with waste and environment programs, projects and outcomes
- Supporting other Council services and activities as required

Inspect and report on public space, assets and public amenities for cleanliness, damage, and safety:

- Report faults and refer to appropriate department
- Assist with determining risk, appropriate action, priority, resources, equipment, disposal technique and estimate of time required for each job
- Report any incidence of sharps, i.e. needles, damaged assets and or hazards
- Attend regular scheduled workgroup meetings
- Ensure safe handling of hazardous materials and the appropriate adherence to Occupational Health & Safety policies and procedures
- Make written reports on daily running sheets and provide regular feedback to supervisors on service delivery issues

Maintain Environmental, Health and Safety standards:

- Ensure compliance with the City of Monash policies and procedures on Health and Safety
- Arrange appropriate use of signage and barriers for footpath and traffic management
- Exercise judgement in safe handling of hazardous materials and equipment use, pre and post maintenance checklist
- Maintain personal safety and adhere to physical limits in manual handling
- Ensure safe use of plant machinery

Provide quality customer service:

- Communicate respectfully to all members of the public and colleague's
- Attend in a presentable manner

- Respond to customer's query/issue providing as much assistance and helpful information as possible
- If unable to answer customer query immediately, take customer details and ensure they are passed on to the appropriate department in a timely manner

Contribute to a positive workplace culture:

- Actively model Council values of respect, teamwork and accountability
- Participate in positive action in dispute resolution i.e. Act in good faith to resolve issue instead of seeking retribution
- Avoid any participation in gossip and innuendo, and reject these behaviours when observed
- Be aware of your colleague's communication styles and respond appropriately
- Discuss any dispute with the individual/s involved first
- Seek assistance with gaining the skills required to deal positively with people if required

Provide back up support to other services/functions including:

- Support to Waste Transfer Station operations and goals
- Assist in the delivery of Waste Services projects and events
- General support as required to other areas within Waste Services
- Provide support to Special Event organisers
- Other council services as fitting within your skill set

Waste Transfer Station (WTS) Support:

Support and enhance the operation and the effectiveness of the Waste Transfer Station by:

- Providing a high standard of Customer Service and public relations
- Undertaking Front End loader, hook truck and window customer service operations when required
- When necessary, provide clear directions for customers of the WTS so that they unload in a safe and orderly manner, and in the correct location
- Ensure that the WTS is clean and kept in an orderly manner to maximise resource recovery from the General Waste Pit and Mixed Green disposal bays
- Remove contamination in all recycling drop-off areas
- Be prepared to work outside the normal spread of hours
- Maximise income from steel and aluminium recycling by maintaining minimum contamination and manual dismantling of items
- Arrange and document daily plant maintenance as required
- Suggest improvements to any aspect of how Council provides services to its customers

Inspect and report on the WTS site for cleanliness, damage and safety:

- Keep yard safe by maintaining site cleanliness and attending to hazards
- Actively monitor the workplace for hazards and take appropriate action
- Participate, where required, in the resolution of safety issues
- Assist with OHS inspections and assessments of site and operations
- Exercise judgement in safe manual handling, handling of hazardous materials and equipment use

- Act on incidents of unsafe practices by customers and discussing those breaches with the customer (including council staff)
- Ensure safe use of plant

Accountability and Extent of Authority:

- Undertake and be aware of safe use of plant and equipment
- Report any damage to Council assets, vehicles, plant or equipment as soon as practicable
- The quality, quantity and timeliness of work performed to required / agreed standards
- Inspect and regularly report issues relating to Waste Services and appropriately determine initial response and/or referral to supervisor
- Take initial customer reports and enquiries and initiate appropriate referral or response
- Provide damaged asset reports for any aspect of Councils assets
- Respond appropriately and immediately to any identified risk to staff or the public, or Council assets
- Maintain accurate daily running sheets and regular feedback to supervisor
- Compliance with Council's policies. Specifically, but not limited to, Code of Conduct, EEO, Harassment, Smoking, Bullying, and Vehicle Fleet

Judgement and Decision Making:

- Assist in determining the resource needs of allocated Waste jobs
- Provide supervisors with schedules and estimates of project completion times lines and any constraints that maybe encountered
- Undertake safety analysis and risk assessment in establishing any personal risk (or risk to team members and members of the Public) and respond in accordance to supervisors' instructions and Council's Policies and Procedures.
- Assist in resolving routine plant maintenance issues

Specialist Knowledge and Skills:

- Proficiency in the operation of a Medium Rigid and heavy rigid vehicles, FE Loader, Forklift and Backhoe, small plant and machinery including vehicle-mounted cranes
- Proficiency in the operation of Road and Footpath Sweepers
- Safe handling skills and well developed knowledge of hazardous materials and the Council's Occupational Health and Safety policies and procedures
- Knowledge of safe handling procedures with ability to identify hazardous materials, such as asbestos
- Demonstrated ability to operate small plant, machinery and hand tools
- Frontline customer service skills
- An appreciation of Best Value principles, Environmental management system and understanding of the City's goals and policies
- Ability to inspect, assess and report on Waste Services issues
- An understanding of the City's goals and policies
- Good knowledge of the waste management and recycling industry, particularly recycling streams and materials, preferably in an operational environment
- Cash handling skills and sound numeric skills

Management Skills:

- Good organisational and time management skills and the ability to prioritise own work
- Ability to manage and work efficiently with the City's resources and equipment
- Good written and communication skills, including the ability to write routine reports

Interpersonal Skills:

- Well-developed interpersonal and customer service skills, with the ability to deal with potentially difficult customer issues
- Ability to liaise and develop ongoing working relationships within a diverse team environment

Qualifications and Experience:

- Trade of TAFE Certificate, or, an industry based training course, or experience gained by learning on the job
- Experience in safe workplace practices
- Substantial experience or aptitude for using small plant
- Excellent customer service skills
- Waste and/or Cleansing operations or service industry experience

Key Selection Criteria:

- Trade of TAFE Certificate, or, an industry based training course, or experience gained by learning on the job
- Understanding of, and working with OH&S standards, ideally relating to Waste Services and the handling of hazardous waste (or relevant)
- Ability to make inspections and maintain accurate records, such as daily running sheets
- Commitment to multi-skilling and associated training to support departmental service delivery and enhance own skills
- Commitment to working with Monash values of Accountability, Respect, Teamwork
- Commitment to positive and helpful customer service
- Capable team player who supports others and contributes to a positive workplace culture

Other Requirements:

- Ability to work flexible work hours outside the normal spread of hours (6am - 6pm) when required, and on occasion only, work night shift or early start rotations
- Hold a current Medium Rigid Licence (minimum requirement)
- Police Clearance Certificate

Advantageous:

- Experience in the waste or cleansing industry or related field
- Other Plant Licences an advantage, but not essential

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.