

Technical Officer - Collection Services - (499767)

Position Description

Directorate	Projects and Asset Services	Department	Waste Services
Reports To	Senior Technical Officer - Contracts	Direct Reports	No
Queensland Local Government Industry Award - State 2017 -Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Wage Level 4.1

Position Purpose

Provide quality customer service outcomes in the management of a range of matters across all kerbside and other waste service contracts, whilst ensuring the needs of residents, ratepayers and stakeholders across the Moreton Bay Region are met.

Key Responsibilities and Outcomes

As a Technical Officer and member of Project and Asset Services you will:

- Undertake the day to day operational requirements of kerbside Collection Services and waste transport contracts, including customer requests and contractor liaison.
- Undertake a range of projects relating to the kerbside Collection Services including Truck Turnarounds, data audits, property and container information, problematic residential issues and other as appropriate.
- Undertake a range of activities that support the provision of contract management deliverables through Council's procurement lifecycle processes and practices.
- Provide support in the provision of technical advice and support on contract and procurement compliance requirements for waste services, including management facilities and the development of improvement actions to ensure compliance.
- Undertake the preparation of reports, briefing notes, submissions and other waste management documentation to enable relevant decision-making requirements.
- Undertake a range of assigned contract management and administration projects, including record keeping, contractor liaison and auditing and contract payments.
- Build quality relationships with a range of internal and external stakeholders in order to meet the needs of Waste Services deliverables.
- Provide support to a range of activities to assist in the implementation of Council's Waste Education and Community Engagement Plan, including targeted waste education initiatives and presentations at schools, shopping centres and other public events.

Our Values

Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a leader of people, you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

<i>Budget</i>	\$NIL
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Sound knowledge and demonstrated experience in waste and resource recovery contracts management with a solid level of understanding of contract management principles.
- Highly developed interpersonal skills, with a strong focus on the provision of quality customer service.
- Sound level of the principles of delivering outcomes through a project management framework.
- Strong level of experience in utilising contemporary software as a service, including Enterprise Resource Planning systems, as required to meet the deliverables of the position.
- Sound ability to effectively navigate and interpret workplace information systems and resources

Qualifications

- Current C class driver's licence.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.