

Resource Recovery Centre Operator

Position Number:	500103
Directorate:	Economy, Growth and Infrastructure
Department:	Waste Management
Reports to:	Waste Management Coordinator
Classification:	Band 3
Employment Status:	Part Time
Location:	At Council's four Resource Recovery Centres
Date created/amended:	June 2021
Employee signature:	Date: / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



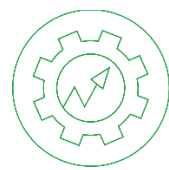
Respect



Customer Service
Excellence



Accountability

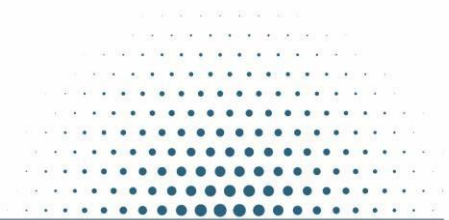


Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance
- > Economy, Growth and Infrastructure
- > Advocacy and Communities



About the Role

Objectives

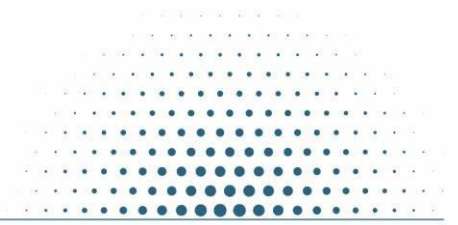
As a member of Council's Waste and Resource Recovery team, this position will report to the Team Leader Waste and Resource Recovery and is responsible for the following:

- > To operate Resource Recovery Centres across Mitchell Shire located at Pyalong, Seymour, Broadford and Wallan by being part of the rotational staffing roster working across all sites.
- > Provide direction and information to customers using Resource Recovery Centres for recycling and waste disposal.
- > Receiving and receipting Resource Recovery Centre fees and charges and Resource Recovery Centre vouchers issued to rate payers.
- > Maintaining Resource Recovery Centres in an orderly fashion by ensuring that defined areas for whitegoods, steel, car batteries, mattresses, e-waste, kerbside recycling and green waste are kept tidy and compliant with relevant legislation and standards.
- > Ensuring that daily litter checks of the site are conducted.
- > Identifying opportunities for operational and site improvements
- > Contributing to site planning and operations as required

Key Responsibility Areas

General

- > Provide regular feedback and liaison with the Team Leader Waste and Resource Recovery.
- > Attend all meetings relevant to and as required in relation to Mitchell Shire Waste and Resource Recovery Operations.
- > Be responsible for increasing the level of waste diversion and minimisation of material deposited into landfill via the Resource Recovery Centres.
- > Advise the Team Leader Waste and Resource Recovery when bulk bins require emptying.
- > Monitor and supervise traffic management at the Resource Recovery Centres.
- > Collection and receipt of monies based on predetermined charges for waste disposal
- > Assist in litter collection at all of the sites.
- > Ensure that windblown rubbish is removed from all perimeter fencing on a weekly basis.
- > Provide advice and participate in the development of programs to enhance operations at Council's Resource Recovery Centres.



Resource Recovery Centres

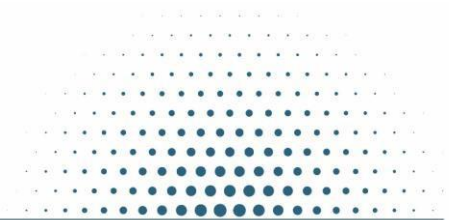
- > Apply correct fees and charges in accordance with Council's adopted schedule for waste and recycling delivered to the site for disposal and/or resource recovery.
- > Operate backhoe and forklift machinery to ensure Resource Recovery Centre operations of recycling, bin compaction and green waste handling are achieved.
- > Maintain the security of the Resource Recovery Centres when in attendance.
- > Ensure bulk bin lids are closed at the end of each day.
- > Show discretion and control in allowing customer access to the site and, if appropriate, refuse entry.
- > Complete documentation such as incident reports and immediately advised the Team Leader Waste and Resource Recovery of any issues that may impact on Resource Recovery Centre operations.

Team Work

- > Actively participate in team meetings and at all times adhere to the principles of team work.
- > Maintain harmonious relationships in the workplace and ensure that organisation behaviours are adhered to at all times.
- > Immediately advise the Team Leader Waste and Resource Recovery of any issue that may have a negative impact on team work and harmonious working relationships.
- > Ensure that the workplace is free from discrimination in accordance with Council policies and procedures.
- > Undertake relevant vocational training as required.
- > Comply with occupational health and safety legislation, risk management requirements and all Council policies

Other Duties

- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



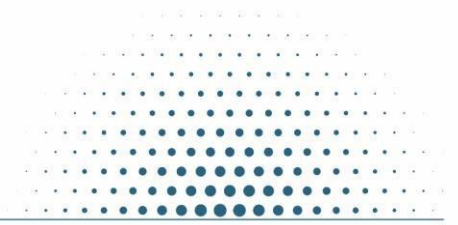
About You

Key Selection Criteria

1. Demonstrated experience in a similar or equivalent role with a high level of customer service and site responsibility is desirable.
2. Demonstrated understanding of waste and resource recovery principles is essential.
3. Experience in operating light machinery (backhoe and forklift) with relevant licence (certification) is desirable, but training can be provided to applicants without the necessary certifications.
4. Ability to read and comprehend written instructions, complete basic work records and be able to clearly and positively communicate with supervisors, team members and members of the public.
5. Ability to work in a team environment and liaise effectively with staff in other departments.
6. Demonstrated experience in point of sale processes is desirable.
7. Basic computer literacy is desirable.
8. Valid Driver's License is essential.

Qualifications and Experience

- > Experience in a similar or equivalent role with a high level of customer service and site responsibility is desirable.
- > A high level of customer service and public relations skills are desirable.
- > Experience in operating light machinery (backhoe and forklift) with relevant licence (certification) is desirable, but training can be provided to applicants without the necessary certifications.
- > The position holder must be able to read and comprehend written instructions, complete basic work records and be able to clearly and positively communicate with supervisors, team members and members of the public.
- > Demonstrate an understanding of customer service principles.
- > Willingness to cooperate and collaborate with colleagues and across teams.
- > Ability to work in a team environment and liaise effectively with staff in other departments.
- > Valid Driver's License is essential.
- > Willingness to undertake a Pre-employment Medical.
- > Willingness to undertake National Police Check.



Position Requirements

Accountability and Extent of Authority

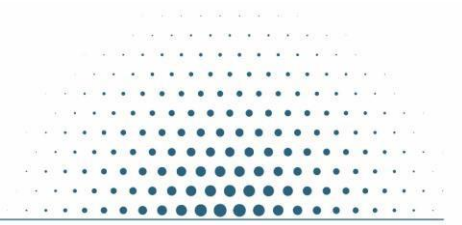
- > The position is required to carry out the broad range of tasks and duties within clear guidelines and procedures under limited supervision and provide information and assistance to customers and other staff as required.
- > The position is also responsible for ensuring that all tasks are carried out in a satisfactory manner and is accountable for the overall quality of the work performed utilising some discretion.
- > Must comply with the requirements of Occupational Health and Safety legislation and regulations.
- > Must comply with the requirements of Environmental Protection legislation and regulations.
- > Oversee the safe operation of plant/machinery on site.

Judgement and Decision Making

- > To operate with a level of autonomy, receiving limited direction in general day-to-day work, seeking direction from Team Leader Waste and Resource Recovery on matters requiring Supervisor approval/direction.
- > Ability to assess waste loads in accordance with Council's adopted fees and charges and charge customers accordingly.
- > Ability to apply discretion in decision making to ensure effective delivery of outputs.
- > Ability to exercise day-to-day problem solving with respect to the allocation of resources and time management

Specialist Skills and Knowledge

- > Ability to undertake a range of labouring duties associated with Resource Recovery Centre operations
- > Clearly understand and adhere to Occupational Health and safety policies and procedures
- > Carry out daily work programs in accordance with designated schedules
- > Ability to read and understand written instructions and complete basic forms (including digital forms where necessary.)
- > Competent in the safe handling and use of fuels, gases and chemicals
- > Knowledge and demonstrated experience of plant/machinery operated on site.
- > Possess sound customer service skills



- > Able to accurately assess waste loads in the application of charges associated with waste disposal
- > Trained in manual handling
- > Possess an awareness of and ability to apply waste minimisation and resource recovery principles
- > Able to handle and reconcile cash transactions including the accurate calculation of change
- > Knowledge of Victorian EPA requirements

Management Skills

- > The position occupant is required to manage their time effectively and carry out daily tasks in accordance with clear instructions and guidelines

Interpersonal Skills

- > When dealing with customers, members of the public and other employees, the incumbent will display good communication skills
- > Excellent customer service is required as the role interacts frequently with Resource Recovery Centre customers



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement
- > Early Education Employees Agreement

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

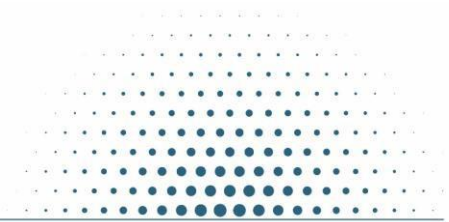
Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting



systems, including investigation updates

- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies

Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

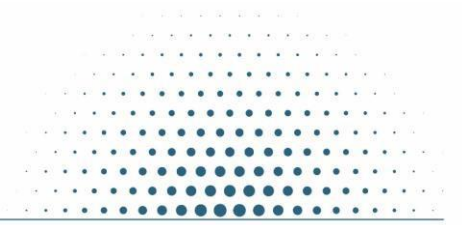
Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition



of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.

Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.



Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.

Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.



- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.

Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.

Working with Children Check

Where a valid Working with Children Check is a mandatory requirement of the role, employees must immediately report to their Manager and People & Culture any revocation or cancellation of their WWCC. Council will consider the circumstances involved and determine the appropriate action, which may include termination of employment based on the evidence or issues leading to the revocation.

