

Job Title & Position Number: Senior Waste Recovery Officer (Ref: 1360)

Level: 3

Line Manager: Team Leader – Waste Facilities

Direct Reports: Nil

Location: Meru Landfill Waste Disposal Facility

Date Reviewed: June 2024

1. Job Purpose

This position is responsible for supporting the Team Leader – Waste Facilities in the day-to-day running of the Bowerbird shop, providing good customer service to all shoppers and ensuring items donated are sorted and processed accordingly. Additionally, the Senior Waste Recovery Officer provides guidance and direction to the Waste Recovery Officers as instructed by line manager.

2. Organisational Context

The position of Senior Waste Recovery Officer is part of the Climate, Environment & Waste branch within the Infrastructure Services Department. In total, four (4) branches report to the Infrastructure Services Director. Other branches include Project Delivery & Engineering, Fleet Services and Maintenance Operations.

3. Key Accountabilities

- Undertake the routine tasks associated with the day to day running of the Bowerbird shop including conducting sales, greeting customers and adjusting stock on shop floor.
- Provide on the job training and guidance to Waste Recovery Officers to ensure consistency in service delivery and decision-making process when accepting donations.
- Assist in the development of rosters, processes and procedures for the Waste Recovery Team and Bowerbird shop.
- Allocate daily tasks to the Waste Recovery Team and report any issues to the Team Leader - Waste Facilities.
- Collect and process fees (both cash and EFTPOS) and balance the till on a daily basis in accordance with the City administrative and financial procedures.

- Proactively enhance the Bowerbird shop customers' knowledge of the reuse and repurpose shop items and recycling opportunities and provide customers with additional waste related information and assistance as needed.
- Propose continuous improvements and assist with the implementation of the Bowerbird shop floor layout, ensuring the shop floor and surrounds are always kept in a clean, tidy and safe state.
- Assist with recovering reusable and saleable items from transfer station, clean, repair and price items for sale.
- Process the donated items in accordance with the City Policies and Procedures.
- Act in accordance with all City's policies and procedures and adhere to Work Health and Safety principles and legislation within a waste management setting.
- Maintain a constant vigilance in respect to security and safety of The Bowerbird Recycling shop customers and property, including checking emergency exits and venue for potential hazards or obstructions.
- Report issues and incidents to the Team Leader – Waste Facilities as required and adhere to line supervisor instructions.
- Keep adequate daily diary notes of incidents, issues, and comments to be passed on to next Waste Recovery Officer.
- Assist the Weighbridge Team with the weighbridge operations as required due to operator shortage or absence.
- Provide administrative support to the Waste team as required.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.
- **WHS** – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near hits.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all relevant legislation including but not limited to any form of workplace discrimination, harassment, victimisation and bullying and fraud and corruption, while ensuring compliance with the City's Code of Conduct and all City policies.

- **Records Management** - Ensures all documents are recorded in accordance with the City's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.
- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City's strategic objectives as required.
- **Values** - create a positive working environment while upholding the City's STARS:

<p>SERVICE</p> <ul style="list-style-type: none"> • <i>We will make customers the focus of everything we do.</i> • <i>Our service will be fair, flexible, innovative and reliable.</i> • <i>We will show genuine concern for customers.</i>
<p>TRUST</p> <ul style="list-style-type: none"> • <i>We will trust the foundation of all relationships.</i> • <i>We will rely and depend on each other.</i> • <i>Our communications will be open and genuine.</i>
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • <i>We will honour our commitments.</i> • <i>We will take responsibility for our own actions.</i> • <i>We won't blame others.</i> • <i>We will hold each other accountable for our actions and behaviours.</i>
<p>RESPECT</p> <ul style="list-style-type: none"> • <i>We will treat others like we would like to be treated.</i> • <i>We will listen before we talk.</i> • <i>We will seek and value the contributions of others.</i>
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • <i>We will be united in our decisions.</i> • <i>We will be united in our actions.</i> • <i>Our strengths will come from interdependence.</i>

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- Previous experience in a hospitality, retail, administrative or customer service roles (desirable)

- WA Police clearance
- C Class Driver's License
- Provide First Aid Certificate
- Demonstrated experience in leading a small team

Knowledge and Skills

- Demonstrated ability to provide excellent customer service
- Ability to deal with difficult customers and maintaining effective internal and external relationships, and the ability to deal with a diverse range of people and groups.
- Developed numeracy skills with experience in processing financial transactions including reconciliation and balancing cash registers.
- Ability to use computer, smartphone, and tablet applications.
- Well-developed interpersonal skills including ability to problem solve and work under minimal supervision.
- Demonstrated knowledge of Work Safety and Health issues relevant to work activities and work area.
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles