

## Waste Management Officer

<b>Classification:</b>	Level 3
<b>Agreement:</b>	The Shire of Broome Inside Staff Enterprise Agreement
<b>Department:</b>	Waste Management
<b>Directorate:</b>	Infrastructure
<b>Location:</b>	Waste Management Facility
<b>Date reviewed:</b>	March 2024
<b>Approved by:</b>	Director Infrastructure

### Commitment to the Shire

#### Our Vision for the Shire of Broome

A future, for everyone.

#### Our Aspirations

To achieve our vision, we have four supporting aspirations. Our aspirations align with our core pillars – people, place, prosperity and performance. These pillars are interrelated, and each must be satisfied to deliver excellent quality of life in Broome.

<i>People</i>	We will continue to enjoy Broome-time, our special way of life. It's laid-back but bursting with energy, inclusive, safe and healthy, for everyone.
<i>Place</i>	We will grow and develop responsibly, caring for our natural, cultural and built heritage, for everyone.
<i>Prosperity</i>	Together, we will build a strong, diversified and growing economy with work opportunities, for everyone.
<i>Performance</i>	We will deliver excellent governance, service and value, for everyone.

#### Our Values

We live by Broome's PEARLS. These are the values and behaviours that the Shire of Broome and the local community cares deeply about. We always strive to be:

<i>Proactive for Everyone</i>	Proactive, forward thinking, open-minded and innovative. for Everyone; inclusive and welcoming of all people.
<i>Accountable</i>	Accountable, transparent and ethical.
<i>Respectful</i>	Respectful of everyone and everything.
<i>Listening</i>	Listening to people's needs and ideas; community focused.
<i>Sustainable</i>	Sustainable, aiming to meet present needs without compromising the ability for future generations to meet their needs.

## **Position Purposes and Objectives**

To make sure waste is assessed and charged correctly at the Shire of Broome's Waste Management Facility, providing good customer service, clear rules for everyone as well as communicating the Shire's objectives in relation to waste management.

## **Position Key Responsibilities and Duties**

### **Corporate / Organisational:**

#### **Waste Management:**

- Commitment to reduce waste to landfill. Be familiar with the Waste Management Facility's site licenses and adhere to the conditions set out in the licence;
- Be familiar with the Shire of Broome's Operational Plans for the Waste Management Facility;
- Accurately assess incoming waste.
- Apply fees and charges.
- Undertake the development of procedures, systems, Workplace Health and Safety documentation and operations manuals.
- Provide input into the continuous review and improvement of the Shire's waste management practices.
- Assist in the development of the waste fees and charges.
- Receipt of Controlled waste tracking forms and reconciliation with Department of Water, Environment & Regulation (DWER) database
- Utilise the gatehouse / point of sale software to capture waste data
- Prepare financial and operational reporting as directed

#### **Administration:**

- Maintain administrative records as directed by the Waste Supervisor in a neat and efficient manner;
- Receipt of monies for waste disposal;
- Daily reconciliation of monies and float;
- Schedule and prioritise tasks to maximise efficiency and minimise interruption;

#### **Customer Interface:**

- Responsible for assessing all incoming waste streams;
- Direct the facility user to appropriate waste disposal area;
- Apply the Shire of Broome Fees and Charges accurately;
- Educate drivers about the transportation and separation of waste;
- Answer the site telephone and promptly attend to facility user enquiries in accordance with the customer service charter.
- Ensure all facility users are dealt with in line with the Shire of Broome's values.

## **Organisational Responsibilities**

### **Human Resource Management**

- When required relieve positions within the department during periods of absences.
- Work to foster a cooperative and harmonious team environment through effective communication and relationship building skills.
- Ensure Annual Performance Review is completed on time and within the bounds of the Shire Performance Review Policy.

### **Work Health & Safety**

- Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current WHS Acts, regulations and code of practice
- Demonstrate safety leadership as a priority and seek guidance for all new or modified work practices
- Not willfully place at risk the health or safety of any person in the workplace
- Ensure safety is an agenda item at meetings
- Attendance at WHS Committee if requested.
  
- Complete safety observation's and ensure that any hazardous conditions, near misses and injuries are reported immediately and closed out in a timely manner
- Participate in incident investigations if required

### **Compliance**

- Ensure compliance with relevant legislation, policies and procedures.
- Ensure all documentation is appropriately recorded and stored.
- Ensure compliance with software licence requirements.
- Ensure compliance with the *State Records Act 2000* by ensuring corporate documents are recorded in the Shire's Record Management System.
- Carry out duties in accordance with the Shire's Code of Conduct, relevant legislation, policies, procedures and guidelines.

### **Organisational:**

- Contributes to the achievements of the Directorate generally.
- To undertake special projects within skill base and qualifications when required.

## Organisational Relationship/Context

<b>Reports to:</b>	Waste Management Supervisor
<b>Supervises:</b>	Nil
<b>Internal Contacts:</b>	Waste Management Plant Operators Manger of Waste Services Customer Service Officer All staff as required
<b>External Contacts:</b>	General Public Ratepayers Contractors Other Local Government Agencies
<b>Performance Review:</b>	Probation period – first three months of employment Performance Appraisal conducted annually

## Key Selection Criteria

### Essential:

- Excellent customer service skills including the ability to deal with agitated and/or difficult customers.
- Good written and verbal communication skills.
- Knowledge of filing and records management.
- Competent in the use of Microsoft Office programs.
- A demonstrated understanding of the principles of equal opportunity and, occupational health and safety.
- Proven ability to contribute effectively to as a team player.
- Experience in handling cash.
- Western Australian 'C' Class drivers licence.

### Qualifications and/or Training:

#### Desirable:

- Working knowledge of Gatehouse software.
- Demonstrated experience in the Waste Industry with a developed knowledge of waste separation for reuse and recycling.
- Specific Waste Management Training Cert II or higher; and/or
- Relevant small business training
- Cert II in Business Administration or Frontline Management.
- Working knowledge of Gatehouse/point of sale software (Mandalay).
- Experience in Corporate Records Management Systems (Synergy); and
- Demonstrated experience in the Waste Industry with a developed knowledge of waste separation for reuse and recycling.
- A demonstrated understanding of the relevant legislation
  - *Waste Avoidance and Resource Recovery Act 2007;*
  - *Waste Local Law 2022; and*
  - *Environmental Protection Act 1986*
- White Card (Basic Construction Industry Induction)

**Please note:** it is a requirement of all Shire roles that the successful applicant is able to provide a National Police Clearance valid within three months, as well as submit to a drug and alcohol test as part of pre-employment screening.