

POSITION DESCRIPTION

Cassowary Coast Regional Council

Position Title:	Waste Support Officer
Position Number:	
Program:	Waste Services
Department:	Delivery Services
Industrial Instruments:	Queensland Local Government Industry Stream A Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2019
Level:	2
Reporting to:	Supervisor Regulatory Services Delivery
Direct reports:	Nil

The Role

The Waste Support Officer will work collaboratively with the Waste Services team to undertake services that support the waste management operations across the Cassowary Coast region. This role will support the Supervisor Regulatory Services Delivery in the collection of data, preparing waste reporting, and activities to comply with Environmental Authority conditions. The Waste Support Officer will undertake administration support for the Waste Services team and operate the gatehouse and weighbridges at Stoters Hill and Tully Transfer Stations.

Key Outcomes

This role will support the delivery of outcomes across the Regulatory Services team by providing administration support, advice and education to customers as required. Waste related charges and accounts are reconciled and aligned with Policy. Customer Requests are responded to, correspondence managed, financial activities reported and reconciled according to process and timely solutions identified for new challenges.

Key Accountabilities

The Waste Support Officer will:

- Undertake all identified administration tasks supporting the Waste Services team. This includes customer requests, financial tasks and correspondence management.
- Provide administration support for the Waste Services team with a safe and positive work culture reflecting Council's Vision and Values;
- As required, provide administration support for the Regulatory Services team with a safe and positive work culture reflecting Council's Visions and Values.
- Undertake the delivery of gatehouse and weighbridge operations at Stoters Hill and Tully Transfer Stations supporting the overall waste operation at these sites.
- Be the first point of contact for customers at these facilities providing advice, guidance and direction in the disposal of waste and use of Council's waste facilities, commonly operating without direct supervision.
- Deliver the training and support to the ongoing development and use of Council's weighbridge and waste data collection software to fellow staff;

- Support the Supervisor Waste Delivery in the identification and planning of new initiatives for the waste business.
- Provide operational information to assist senior staff in the review, preparation and ongoing compliance of contracts related to the waste function.
- Undertake technical administration tasks associated with project delivery and Regulatory Services eg. be an active contributor to the collation of As Constructed information for asset capitalisation.
- Assist in the support of compliance with Environmental Authority conditions to the waste operations team.
- With general guidance from the Supervisor Regulatory Services Delivery, proactively develop and prepare periodic, legislative, and ad-hoc reporting for the waste stream.
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
- Undertake any other duties, projects or tasks as directed by the Supervisor Regulatory Services Delivery, which generally fall within the scope of this position and are within their skills, competence and training of the incumbent.

Behavioural Competencies

- Practices behaviours aligned with Council's Values (Respect, integrity, Courage) and the Code of Conduct for Council Employees In all interactions with internal and external stakeholders
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Models professional and ethical behaviour
- Focuses on performance and delivery of organisation and team goals
- Responds with flexibility to change and adapts and responds to community needs in a changing environment
- Acts proactively, exercises initiative and looks for opportunities for innovation and continuous improvement;
- Commits to personal and professional development

Selection Criteria

Essential:

- Demonstrated experience in the provision of customer and administrative services including development of basic information reports;
- Experience working with cash handling, financial reconciliations and/or customer accounts
- Previous experience working with software systems;
- A well established interest in landfill environmental management practices and/or keenness to actively contribute to improved waste outcomes on the Cassowary Coast;
- Ability to demonstrate all behavioural competences
- 'C' Class Driver's Licence

Desirable:

- Certificate III level qualification in waste management, environmental science, business or other related field
- Demonstrated knowledge of records management systems