

POSITION DESCRIPTION

Position Title	Waste Administration Support Officer
Position Number	42179
Division/Division	Planning and Environment
Branch	Waste and City Presentation
Grade	9
Band and Level	Band 2 / Level 1
Special Requirements	<ul style="list-style-type: none"> • Employment screening including but not limited to, qualification check and/or criminal record check
Physical and Environmental Demands	<p>There is a requirement for physical, sensory, psychosocial and environmental demands.</p> <p>Refer to the TIA for further information.</p>
Reports To	Senior Administration Officer Waste
Authorities	As applicable and as delegated by the General Manager
Key Direction/s	<p>Welcoming – Embracing our vibrant and diverse community</p> <p>Liveable – Strong and integrated connections between our people and our services</p> <p>Prosperous – Advancing local economic opportunities and job creation</p> <p>Balanced – Providing sustainable and responsible solution that enhance our heritage and natural environment</p> <p>Leading – A successful advocate for our people and places</p>

Reporting Structure



Position Purpose

To provide administrative and operational support to the Waste and City Presentation branch in the delivery of Waste & City Presentation Services to the community.

Key Result Areas

- Customer Service – Create a customer centric service environment and reward service excellence
- Planning & Prioritise – Plan to achieve priority outcomes and respond flexibly to changing circumstances.
- Deliver Results – Achieve results through efficient use of resources and a commitment to quality outcomes.
- Display Resilience & Courage – Be open and honest, prepared to express your views, and willing to accept and commit to change.
- Manage Self – Show drive and motivation, a measured approach, and a commitment to learning.
- Value Diversity – Show respect for diverse backgrounds, experiences, perspectives.

Key Duties & Responsibilities

- Provide administrative support to the Waste and City Presentation branch
- Assist in the management of waste data collection and reporting
- Assist with the training and management of the Waste Administration Trainee
- Assist in the delivery of waste education and events programs
- Assist with the facilitation and resolution of Waste Management Action Request and customer enquires
- Ensure compliance with standards policies and procedures of Council
- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous
- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Customer Focus and Safety.

WHS Responsibility

<ul style="list-style-type: none"> Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area. 	
<p>Risk Management Responsibilities</p>	
<ul style="list-style-type: none"> To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace. Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable Must be aware of operational and business risks. Particularly: <ul style="list-style-type: none"> understand and adhere to the principles of Risk Management within their job role; assist Managers and Team Leaders in identifying risks and risk treatments in their job role; provide input into various risk management activities; report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures 	
<p>Records & Information Management Responsibilities</p>	
<ul style="list-style-type: none"> All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance. Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures and business rules. 	
<p>Essential and Desirable Criteria</p>	
<p>Essential</p> <ul style="list-style-type: none"> Certificate III in Business Administration or extensive experience working in an administrative support role within a fast pace environment Sound knowledge of Microsoft Suite of applications Word, Excel and Outlook Effective written communication skills including the production of reports and general correspondence Ability to work independently and show initiative and judgment in proposing solutions/solving problems to challenges Highly developed time management skills Demonstrated high level of interpersonal skills and the ability to work effectively with all levels of staff, with a focused and responsive approach to managing customer enquiries with sound understanding of customer service principles To support and assist in providing guidance to ensure effective learning and development within the branch 	
<p>Desirable</p> <ul style="list-style-type: none"> Experience in local government Knowledge and experience in waste services 	
Prepared By	Manager Waste and City Presentation
Date Prepared	February 2025
<p>I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.</p> <p>I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.</p>	

Employee Name:	
Employee Signature:	
Date:	