

### Transfer Station Gatehouse Attendant (Temporary)

Burdekin Shire Council is currently seeking applications for a Transfer Station Gatehouse Attendant at the Home Hill Transfer Station. This is a part time position with the hours of work being 7 hours per day worked on a 7 days on 7 days off roster. This is a temporary position until 30 June 2019.

#### The Position

The key responsibilities include:

- Open and secure the site on each rostered operating day.
- Supervise customers and any contractors operating at the transfer station.
- Reject loads of waste that do not meet approved acceptance criteria for the transfer station.
- Receive fees including cash and EFTPOS transactions and issue receipts.
- Set prices and sell second hand goods.
- Undertake yard maintenance duties including maintenance of signs or other equipment.

#### The Person

The successful applicant will possess the following attributes at a minimum:

- Demonstrated ability to receive and account for public money.
- Demonstrated skill in written and oral communication.
- Demonstrated experience in the provision of face-to-face Customer Service.
- Demonstrated knowledge of waste management and transfer station operations.
- Demonstrated knowledge of Work Health and Safety as it relates to the operation of waste facilities.
- Demonstrated sound working knowledge of computers which will show the ability to learn and apply specialist waste management software used at the waste facility.

Applicants should familiarise themselves with the entire position description.

The hourly rate is \$25.84. Penalty rates apply on Saturday and Sunday.

Application packages are available from the Human Resources Office on (07) 4783 9800 or Council's website [www.burdekin.qld.gov.au](http://www.burdekin.qld.gov.au).

Applications for **18/07 – Transfer Station Gatehouse Attendant** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description

Applications can be submitted using one of the following methods:

- By email to – [employment@burdekin.qld.gov.au](mailto:employment@burdekin.qld.gov.au)
- By mail to – Confidential Application No. 18/07, PO Box 974, AYR QLD 4807

Applications close on Tuesday, 20 February 2018 at 5.00pm. Word or PDF format is preferable.

For further information please contact Lachlan Kerr, Waste Services Coordinator on (07) 4783 9800.

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<b>Position Number</b>	30192
<b>Certified Agreement</b>	Burdekin Shire Council Enterprise Bargaining Agreement
<b>Award</b>	Queensland Local Government Employees Award – State Queensland Local Government Industry (Stream B) Award – State 2017
<b>Award Section</b>	Section 5 – Operational Services
<b>Award Level</b>	Level 3
<b>Reports To</b>	Coordinator Waste Services
<b>Place of Employment</b>	Home Hill Waste Transfer Station, 80 Bojack Road, Home Hill

### Position Objective

The position provides the monitoring and control of waste disposal at Council's waste transfer stations and assists in meeting some of the objectives of Council's Waste management Policy being to reduce the amount of waste going to landfill and encouraging greater recycling.

### Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Open and secure the site on each rostered operating day.
- Supervise customers and any contractors operating at the transfer station.
- Direct traffic at the transfer station.
- Reject loads of waste that do not meet approved acceptance criteria for the transfer station.
- Treat customers in a courteous and friendly manner.
- Operate associated technology in order to accurately record transaction details, as required.
- Receive fees including cash and EFTPOS transactions and issue receipts.
- Ensure money received reconciles with transactions.
- Complete reports on transactions and associated activities in accordance with procedures.
- Set prices and sell second hand goods.
- Report to supervisor in a timely manner issues and activities likely to influence Council operations or adversely impact relations with Council's customers.
- Clean and undertake housekeeping duties on site.
- Maintain hazardous waste collection areas and ensure material is correctly stored.
- Undertake yard maintenance duties including maintenance of signs or other equipment.

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#### Position Requirements

##### Knowledge

- Detailed knowledge of the operation of transfer station.
- Detailed knowledge of the waste acceptance criteria of the facility.
- Knowledge of security requirements for handling public monies in cash.
- Working knowledge of the practices and procedures relating to waste disposal operations.
- Basic knowledge of relevant legislation as it relates to waste disposal.
- Knowledge of Work Health and Safety, Environmental Protection and record keeping.
- Understanding of customer focus in Council's operations.
- Knowledge of computer software specific to waste management operations.
- Knowledge of Microsoft Office suite of applications.

##### Skills

- Sound verbal and written communication skills.
- Sound interpersonal skills as they relate to customer service.
- Cash handling and EFTPOS transaction skills.
- Computer operation skills.
- Record keeping skills including financial records.
- Receipt of money and issuing receipts for customers.
- Time management and organisation skills.
- Problem solving skills.
- Teamwork skills.
- Customer service skills.
- Operation of lawn mowers and equipment necessary for the role.

##### Abilities

- Ability to work without supervision.
- Ability to work in a workplace that may contain objectionable, hazardous or noxious materials.
- Ability to assess risks and safety aspects as they relate to waste management and the facility.
- Ability to deal effectively with difficult external customers.
- Ability to work in a team to achieve predetermined goals.

##### Other Requirements

- Commitment to customer service.
- Commitment to principles of continuous improvement.
- Personal attributes of initiative, maturity, honesty, and motivation.
- Physical ability to undertake manual handling tasks and move over rough and sloping surfaces.
- Exercise responsibility for Workplace Health and Safety, Environmental Protection and Record Keeping.
- Ability and willingness to work weekends and public holidays.

##### Experience and Qualifications

- Experience in waste management activities and or facilities with an interest in waste reduction, recycling and recovery.

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- C class drivers licence.
- Current First Aid certificate.

#### Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry Award (Stream B) and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

#### Characteristics of level 3

Employees perform a broad range of tasks requiring developed industry skills. Employees would exercise a broad knowledge of construction and/or maintenance activities and either individually or as part of a team be able to undertake a substantial proportion of typical projects. The work would be performed under general supervision.

#### Core Competencies

These competencies relate to Award Level 3 positions:

##### Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

##### Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

##### Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

##### Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

##### Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.

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- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

#### Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

#### Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

#### General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.

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9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

### Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

#### Essential

1. Demonstrated ability to receive and account for public money.
2. Demonstrated skill in written and oral communication.
3. Demonstrated experience in the provision of face-to-face Customer Service.
4. Demonstrated knowledge of waste management and transfer station operations.
5. Demonstrated knowledge of Work Health and Safety as it relates to the operation of waste facilities.
6. Demonstrated sound working knowledge of computers which will show the ability to learn and apply specialist waste management software used at the waste facility.

#### Desirable

1. Current Queensland C class licence.
2. Demonstrated experience in waste management.
3. Possess a current first aid certificate.