

POSITION DESCRIPTION

POSITION TITLE:	Resource Recovery Centre Operator
DIVISION:	Infrastructure and Assets
DEPARTMENT:	Waste and Sustainability
SECTION:	Resource Recovery Centres and Closed Landfills
CLASSIFICATION:	Band 3
LOCATION:	Primarily based at Campbellfield Resource Recovery Centre

POSITION OBJECTIVES:

Hume City Council is one of Australia's fastest growing and culturally diverse communities. With a total area spanning 504 square kilometres, its forecast that by 2041 approximately 389,000 people will call Hume home.

Part of the Waste and Sustainability department, the Resource Recovery Centres and Closed Landfills unit manages the environmental compliance, remediation and rehabilitation of Council's closed landfills, in addition to managing the operations of Council's two Resource Recovery Centres.

As a Resource Recovery Centre Operator, you will play an important role in ensuring the safe, effective, and efficient delivery of services to the Hume community. Primarily, you will undertake the day-to-day service delivery at Council's resource recovery centre(s), through activities including, but not limited to; plant and equipment operation, customer service, material separation, resource recovery and site presentation.

Further, you will ensure these functions and activities are performed in accordance with Hume City Council's policies and procedures, in addition to best-practice principles, State and Federal government legislation, permits, licences, policies, regulations and directions

KEY RESPONSIBILITIES AND DUTIES:

Resource Recovery Centre Service Delivery:

- Operate Council's Resource Recovery Centres in accordance with operational, environmental and safety legislation, policies, procedures and guidelines.
- Undertake site preparation and opening processes, ensuring access by the public is available for the duration of the facilities advertised operating hours (as required/rostered).
- Undertake site closing processes, ensuring all employees, customers, and contractors have vacated the site prior to securing the site to prevent unauthorized access (as required/rostered).
- Inspect incoming loads, provide direction to the correct disposal point, ensuring prohibited or unacceptable materials are rejected in accordance with procedures.
- Identify, separate, recover, and relocate items and materials suitable for resale at the Recycled Goods Store.
- Control traffic, including vehicles, pedestrians and plant/equipment within the site in accordance with procedures.
- Ensure the Resource Recovery Centre is well-presented and kept in a neat and tidy manner, including through litter collection activities.
- Undertake the removal of contaminants in accordance with training and procedures.
- Assist customers (as required) with material disposal, manual handling, and wayfinding within the Resource Recovery Centre
- Contribute to creating and maintaining a safe working environment, including through the identification and reporting of hazards, near misses, incidents.
- Ensure that the operation of the Resource Recovery Centre does not cause environmental harm.
- Recognise and implement emergency procedures (safety or environmental).
- Actively participate in training, toolbox meetings, incident investigations, and consultations.
- Complete allocated tasks consistently and within agreed time frames.
- When required, support the delivery of other functions at the Resource Recovery Centre, including undertaking Gatehouse and Recycled Good Store activities.

Plant, Equipment and Machinery Operations:

- Responsible for the safe, efficient and effective operation of plant, equipment, and machinery, including forklift, loader, and excavator.
- Conduct pre-start checks, basic preventative maintenance, and clean plant in accordance with manufacturers maintenance instructions, as required.
- Undertake acceptance, sorting, separation and preparation of waste and recyclable loads for transport to disposal facilities and end markets
- Identify, separate, recover, and relocate items and materials suitable for resale at the Recycled Goods Store.
- Be aware and adhere to safe work practices to ensure all risks are minimised.
- Participate in consultation and equipment assessments to inform purchase, repair and replacement criteria.

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Customer Service:

- Provide professional customer service to a diverse mix of residential and commercial customers, maintaining a friendly atmosphere and making every interaction positive.
- Actively educate and advise customers on waste management related issues such as separation, reuse and recycling of materials, with a particular focus on the range of waste and recycling services offered by Hume City Council.
- Assist customers with wayfinding with the Resource Recovery Centre.
- Assist customers with unloading of materials from their vehicles into the correct locations (when required and/or requested).
- Minimise queuing at the site by ensuring that vehicles are processed as quickly as possible, without compromising customer service.
- Support the Team Leader and/or Operations Supervisor with the investigation and resolution of complaints and escalated matters.

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Team Leader – Campbellfield Resource Recovery Centre
Supervises:	Nil
Internal Contacts:	Waste and Sustainability department employees Infrastructure and Assets employees Hume City Council employees
External Contacts:	Hume residents and the general public Contractors Suppliers Officers from other local governments Officers from state government departments (including EPA Victoria)

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

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OUR VALUES

At Hume City Council, our Values underpin everything that we do.

	We're better, every day We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.
	We're in it together At Hume, everyone matters. We welcome and include all. Respect and safety are expected.
	We show up We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.
	All for Hume We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.

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- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the Risk Management Policy, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

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HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

POLICE CHECK:

The incumbent must have and maintain a current Police Check

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check ☐ YES ☒ NO

PRE-EMPLOYMENT MEDICAL CHECK

- The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) ☒ YES ☐ NO
- The incumbent must undergo a Pre-Employment Audio Test ☒ YES ☐ NO

PSYCHOMETRIC ASSESSMENT

The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position ☐ YES ☒ NO

OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours.
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EO and Code of Conduct.
- Ability to perform work under general supervision.
- Responsible for ensuring that all activities meet the specified or appropriate standards, and the equipment and facility is maintained in and left in a safe condition.
- Incumbent has the authority to provide general advice and guidance to customers on waste and recycling services, particularly those offered by Hume City Council.
- May be required to coordinate activities and actions with other employees in similar or related work.
- Accountable for the safety, quality, quantity and timeliness of one's own work in so far as available resources permit, and for the care of assets utilised.

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JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Problem solving generally limited to the current day but may be required to solve problems and set priorities with consideration of the needs of the next shift or day(s) and others to ensure the continuity of service delivery.
- Day-to-day problem solving may involve irate stakeholders and require the resolution of conflict.
- Take initiative and work constructively and collaboratively with team members and customers to resolve challenges that occur during the day.
- The position will require personal judgement on a range of Resource Recovery Centre issues, including the appropriate categorisation and separation of waste and recyclables.
- Understand and undertake procedures in relation to the day-to-day operation of the Resource Recovery Centre.
- Provide advice and direction to a diverse range of customers.
- Refer issues requiring a decision to the Team Leader Campbellfield Resource Recovery Centre and/or Operations Supervisor – Resource Recovery Centres.
- Guidance and advice are always available.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Understanding of waste management, recycling, and/or resource recovery centre/transfer station operations.
- Skills to understand the requirements of the Occupational Health and Safety Act 2004 and regulations, and ability to follow and apply health and safety requirements and procedures within operational environments.
- Knowledge and skills applicable to identification of recovery of recyclable and recoverable materials from the incoming waste streams.
- The ability to ensure dealings with the public are undertaken in a courteous manner and promote and maintain a positive public image.
- Physical skills with the capability to undertake a range of manual handling duties.
- Competent operation of plant and equipment (including forklift, front end loader/backhoe and excavator), ideally in a similar environment.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Ability to manage oneself during the day and collaborate with team members, contractors, suppliers, and customers to achieve short term goals / objectives.
- Follow procedures prepared and agreed by management for the day-to-day operations of the Resource Recovery Centre
- Ability to work to a schedule to ensure the continuity of operations.
- Ability to follow safe work practices and implement OHS responses.
- Ability to assist other employees on specific tasks, activities or procedures.

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- Ability to work both independently and within a team environment.
- Ability to assess a task and undertake the appropriate method for safe, efficient and effective completion.
- Willingness to provide input into the business improvement, including rosters, procedures and operations.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- The ability to develop a positive rapport and communicate clearly with customers, stakeholders and other employees.
- The ability to work as a positive and productive member of a team to achieve desired outcomes.
- Requires the ability to gain co-operation and assistance from members of the public and other employees in the activities relating to Resource Recovery Centre operations.
- Ability to work with other Council employees and understand the perspective of others.
- Capable of completing and maintaining records, forms, and information sheets.
- Well-developed customer service skills.
- Ability to discuss and resolve minor problems amicably.
- A willingness to seek guidance and advice when required.
- The willingness and ability to learn and undertake training relevant to the position.
- Ability to read, write and speak in English.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Experience in waste management, resource recovery, recycling and/or resource recovery centre/transfer station operations.
- Experience in frontline customer management including conflict resolution.
- Demonstrated experience complying with and working to Occupational Health and Safety and Environmental Protection regulations, policies and procedures.
- Current car drivers' licence (minimum requirement), with experience driving off-road (4x4) preferred.
- Current forklift, front-end loader, and excavator licences, with experience operating this equipment.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wearing other relevant PPE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in wet/slippy conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc): Operating heavy plant and equipment including forklifts, loaders and excavators.				

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VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Experience in waste management, resource recovery, recycling and/or resource recovery centre/transfer station operations.
2. Experience in frontline customer service, including conflict resolution.
3. Demonstrated experience complying with and working to Occupational Health and Safety and Environmental Protection regulations, policies and procedures.
4. Current forklift, front-end loader, and excavator licences, with experience operating this equipment.

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