

Position Description

Position Title	Recycling Centre Attendant
Position Number	WMSP06, WMLA01, WMGA01, WMGA02, WMGA04, WMGA05
Directorate	Infrastructure
Business Unit/s	Waste & Fleet
Reports to	Supervisor Waste Operations Transfer Station
Classification	OWA – Level 5

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,500 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:



Reporting Relationships

This position reports to Supervisor Waste Operations Transfer Station.

Position Overview

The Recycling Centre Attendant is a multi-skilled role, which provides assistance to the Transfer Station Gate Attendants, Hazardous Waste Site Attendants and Weighbridge Operators whilst directing visitors at the Recycling Centre Balcatta to the appropriate areas for disposing of material and providing a high level of customer service.

Position Objectives

GENERAL RESPONSIBILITIES

- To staff customer contact points and to direct customers to the correct disposal point.
- Conduct vehicle/trailer inspections to ensure correct disposal location and to identify hazardous materials; e.g. asbestos, paints and oils.
- Provide good communication and customer service skills to customers and employees in line with the Customer Service Charter.
- Drive all vehicles within the recycling centre, forklift, small tractor & buggy
- Undertake daily maintenance on vehicles if required.
- Alternate duties from Recycling Centre to bin deliveries when required.
- Relieve Transfer Station Gate Attendant, Hazardous Waste Site Attendants and Weighbridge Operators for when operationally required.
- Ensuring the trailer content of customer delivering general waste to the wall is not contaminated and ensuring only appropriate material are placed over wall.
- Ensuring that customers comply with the work site safety requirements.
- Cleaning up with the work areas, including the items that have dropped from the customer's trailers.
- Ensuring the trailer content of customer's delivering green waste content is not contaminated.
- Provide traffic management, and direct customers & employees within the Recycling Centre.
- Communicate to employees via the two-way, and communicate with the front-end loader operator.

WHEN WORKING ON THE HOUSEHOLD HAZARDOUS WASTE SITE

- Direct customers to the correct disposal point for Household Hazardous Waste
- Complete a daily audit on incoming hazardous waste when required.
- Have good understanding of hazards associated with moving materials such as gas bottles, paints, and chemicals.
- Ability to identify and handle hazardous chemical materials in a safe and appropriate manner. Request and or maintain Material Safety Data Sheets (MSDS) as required for chemicals not already identified and or as directed by your Team Leader.
- Be able to sort all hazardous materials received into specific categories, pack appropriately into correct receptacles for storage and where necessary be able to transport with forklift to collection zone.
- Have good understanding of hazards associated with moving materials such as gas bottles, Paints, and chemicals.

WHEN WORKING ON THE WEIGHBRIDGE

- Operate weighbridge software, communication systems and CCTU surveillance.
- Daily balancing of cash transactions as well as control and use of EFTPOS.
- To ensure the correct weighing of all vehicles entering Recycling Centre Balcatta and the recording of all relevant information via computerised weighing system in house.
- To ensure the appropriate fees for services are paid by the facilities customers.
- To ensure all weighing / payment data is recorded and made available for operational records / statistics.
- To carry out the above duties in an accurate and diligent manner for correct compilation of information Account customers.

Corporate Responsibilities

- Undertake duties and responsibilities in accordance with corporate Policies, Management Practices and Procedures and demonstrate expected behaviours aligned with the City's Values and Code of Conduct.
- Observe all safe working practices in accordance with relevant Policies, Management Practices and Procedures.
- Contribute to the achievement of corporate objectives by ensuring that stakeholders are responded to in a professional and timely manner.
- Identify, manage, review and report on Risk in line with the City's Risk Management Framework.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Undertake duties and responsibilities in accordance with the City's Customer Service Charter
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.

- Perform other duties as reasonably directed.

Selection Criteria

Qualifications/Education Level

Year 10 certificate or equivalent.	Essential
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Mandatory Certificates, Licences, Tickets, Memberships, Registrations

Knowledge, Skills, Experience & Abilities

Ability to consistently demonstrate the behaviours as outlined in the City of Stirling Competency Framework in accordance with Cluster descriptors relevant to the position.	Essential
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Basic skills using MS Office Suite (Word, Excel, Outlook).	Essential
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Ability to deal with difficult customers.	Essential
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Commitment to providing highest level of internal and external customer service.	Essential
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Ability to use two-way radio, speak clearly, read and write legibly.	Essential
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Good verbal communication skills.	Essential
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Knowledge of waste diversion.	Desirable
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Ability to undertake weekend work.	Essential
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Experience in a customer service role.	Essential
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Previous experience working in a recycling centre.	Desirable
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Other

National Police Clearance (under 3 months).	Essential
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Current 'C' Class Driver's Licence	Essential
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LF (Forklift Truck) Licence	Essential
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Office use only

Position Creation Date	Date	17 October 2024	Officer
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Last reviewed/Modified	Date	26 August 2025	Officer	Manager Waste & Fleet
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