

Position Description

Public Weighbridge Officer Baywaste

Position Details

Position Title	Public Weighbridge Officer Baywaste
Classification	EMRC Remuneration Band – Level 4
Position Number	A0178A
Basis of Employment	Full Time – Fixed term (2 years)
Team Name	Operations – Baywaste

Position Objectives

- To operate the Public Weighbridge at Baywaste, associated financial transactions and record keeping.
- To provide effective and efficient administrative support to Baywaste, and effective and efficient customer service to internal and external clients.

Organisational Values

The EMRC's values describe what we believe in and how we will operate. All employees are expected to consistently demonstrate EMRC values and display the following behaviours:

Excellence	Striving for excellence through the development of quality and continuous improvement.
Recognition	Valuing employees in a supportive environment that focuses on their wellbeing.
Innovation	Focus on innovative approaches in projects and service delivery.
Responsiveness	Dynamic and flexible service delivery.
Integrity	Accountability and consistency in all that we do.

Leaders ensure that the organisation's values are created and sustained by establishing the Council's strategic direction and providing an environment that encourages all employees to reach their potential in achieving the organisational outcomes.

Key Duties/Responsibilities

Customer Service Responsibilities

- Receive all customers at the Baywaste facility in accordance with site procedures and direct customers to drop off points.
- Securely handle all cash collected and provide accurate receipts.
- Respond to telephone enquiries from members of the general public regarding waste disposal.
- Assist with the provision of education and advice to customers as to enforce good practice onsite
- Manage two-way radio communications with operations employees.

Administrative Responsibilities

- Prepare all outgoing correspondence for the Baywaste site and process/respond to incoming correspondence.
- Maintain an up-to-date contamination register for the waste disposal activities.
- Maintain an up-to-date register for plant hours and coordinate repairs when required.
- Prepare accurate statistical reports for the Baywaste facility as required by the City of Bayswater and Works Coordinator – Transfer Stations.
- Prepare fortnightly wages timesheets for all Baywaste employees.
- Provide accurate information to the Finance unit for the production of debtors' invoices for the reimbursement of petty cash.
- Record the minutes for site meetings when required.
- Obtain quotations and raise requisitions for the purchase of goods and services the site, ensuring purchasing procedures are adhered to.
- Maintain the stationery and employee room supplies for the site.

Occupational Safety and Health (OS&H) Responsibilities

- Comply with all Statutory requirements.
- Take reasonable care to ensure their own safety and health whilst at work and that of others.
- Consult and cooperate with Management on matters of Occupational Safety and Health.
- Report all hazards, accidents, incidents and near misses according to the Accident/Incident Reporting process.
- Develop and follow all safe work procedures as directed by the supervisor or as otherwise directed.
- Use personal protective equipment (PPE) as required.
- Provide on-site induction training for internal staff and contractors as required.

Organisational Responsibilities

- Ensure all documents are created, stored and maintained in accordance with the organisation's electronic Document Management system requirements.
- Ensure all duties are performed in compliance with the procedures documented in the Business Management System (BMS) or other more current internal guideline documents.
- Actively seek and report on methods of improving systems of work to ensure continuous improvement.
- Respond to organisational initiatives and assist in the development of the EMRC as directed.

- Represent the EMRC in a responsible and professional manner at all times.
- Comply with the policies and procedures of the organisation at all times.
- Properly organise and manage working time to ensure efficient productivity.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base.

Position Requirements

Competencies

- Well developed knowledge of administrative systems and procedure, and proficiency with office technology.
- Effective oral communication and interpersonal skills, with the ability to liaise with people at all levels in an informative, accurate and positive manner.
- Well developed written communication skills with the ability to prepare well structured and grammatically correct documents.
- Sound numeracy skills with the ability to carry out accurate reconciliations of financial transactions.
- Effective problem solving skills and an ability to use initiative and sound judgement.
- Proficiency in the use of MS Office software applications including Word, Excel and Outlook with accurate word processing and data entry skills.
- Ability to provide a high level of customer service and to facilitate effective outcomes for internal and external clients.
- Ability to maintain accurate and up-to-date records.
- Ability to work effectively within a team environment, and also work unsupervised.
- Ability to prioritise, organise and complete work within established deadlines.
- Ability to pay high attention-to-detail and produce accurate outputs.
- A can-do attitude and flexible approach to work tasks.

Experience

- Demonstrated experience in an administrative and/or customer service position.
- Experience with cash handling and the reconciliation of financial transactions.

Qualifications

- Current and valid WA 'C' Class Drivers Licence (or equivalent).

Organisational Relationships

Responsible to	A0169A – Works Coordinator – Transfer Stations	
Supervision of	Not Applicable	
Internal and External Liaison	Internal	All EMRC Management and Employees
	External	Member Council employees

Members of the general public
Schools, educational institutions and research organisations
Environmental community, not for profit and industry groups
Relevant State and Federal Government departments and agencies
Professional associations and communities of practice
Suppliers, contractors and consultants

Extent of Authority

- This position operates under the limited supervision of the Works Coordinator – Transfer Stations, and acts within the parameters of established guidelines, policies, procedures, and delegated authorities of the City of Bayswater and the EMRC.

Selection Criteria

Essential

- Demonstrated experience in a customer service role
- Well developed knowledge of and experience with administrative functions, general office procedures and office technology.
- Effective oral communication and interpersonal skills, with the ability to liaise effectively with a diverse range of clients.
- Well developed written communication skills with the ability to prepare well structured and grammatically correct documents.
- Sound numeracy skills with the ability to carry out accurate reconciliations of financial transactions.
- Ability to prioritise, organise and complete work within established deadlines.
- Proficiency in the use of Microsoft Office software packages and associated applications, and accurate keyboard and data entry skills.
- Current and valid WA 'C' Class Drivers Licence.
- Current National Police Clearance (no older than 3 months)

Desirable

- Experience with electronic document management systems.
- Experience with a computerised financial system.
- Experience with weighbridge operations.

Incumbent Undertaking

I acknowledge that I have read, understood, and accept the requirements of the role as described in this position description. I understand that this position description may be amended from time to time to reflect changes to the position.

Name of Employee _____

Signature of Employee _____

Date _____

Date Created	November 2020
Reviewed	Works Coordinator – Transfer Stations
Approved	Chief Operating Officer Manager Human Resources