A screenshot of a cell phone

Description automatically generated

Position Description

Weighbridge Officer (Part Time)

Position Details

**Position Title** Weighbridge Officer (Part Time)

**Classification** EMRC Remuneration Band – Level 4

**Position Number** A0045A

**Basis of Employment** Part Time

**Team Name** Operations – Red Hill Waste Management Facility Team

Position Objectives

Key Objectives of Position

* To provide a high level of customer service to users of the Waste Management Facility, ensuring all are handled courteously and efficiently.
* To accurately and efficiently process weighbridge documentation for the Waste Management Facility operations.

Measures of Performance

Specific measures of performance include:

* The accurate reconciliation of all weighbridge transactions.
* The timely and accurate completion of allocated tasks.

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

Position Responsibilities

* Provide an efficient service to customers of the Waste Management Facility.
* Process computer disposal dockets.
* Assist with telephone enquiries from members of the general public on waste disposal issues.
* Manage two-way radio communications with on-site employees.
* Receive and receipt monies from customers.
* Undertake a daily/weekly cash reconciliation of takings.
* Prepare debtors invoices.
* Assist with other administrative duties for the facility as required.

Work Health Safety (WHS) 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 Work Health Safety.
* 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.

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**

* Strong customer service skills.
* Effective communication and interpersonal skills.
* Numeracy skills with the ability to pay attention to detail.
* Demonstrated proficiency with personal computers.
* Developed telephone skills.
* Ability to work effectively within a team environment, and also to work unsupervised.
* A can-do attitude, flexible approach to work tasks, and a willingness to learn.

**Experience**

* Minimum two years experience in an administrative and/or customer service position.
* Experience in the use of computer operations.
* Experience with cash handling and the reconciliation of financial transactions.

**Qualifications**

* Current and valid Western Australian ‘C’ class driver’s license (or equivalent).

Organisational Relationships

**Responsible to** A0046A – Weighbridge Team Leader (Red Hill) (Part Time)

A0040A - Administration Supervisor (Red Hill)

**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 direct supervision and has the authority to act within predetermined guidelines, EMRC policy and as delegated.

Selection Criteria

**Essential**

* Effective communication and interpersonal skills.
* Demonstrated customer service experience (with members of the general public).
* Proficiency in the use of Microsoft Office products including Word and Excel.
* A sound knowledge of, and experience with, general office procedures.
* Ability to work effectively within a team environment, and also to work unsupervised.
* Availability to work weekend and Public holiday hours on a roster system.

**Desirable**

* Knowledge of Local and State Government structures, practices and procedures.

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 Last Reviewed** October 2023

**Reviewed** Manager Human Resources

**Updated** Manager Human Resources

**Approved** Manager Human Resources