

EASTERN METROPOLITAN REGIONAL COUNCIL
POSITION DESCRIPTION
Weighbridge Officer (Hazelmere)

POSITION DETAILS

POSITION TITLE:	Weighbridge Officer (Hazelmere)
CLASSIFICATION:	Local Government Industry Award 2010 – Level 4
POSITION NUMBER:	A0154A
BASIS OF EMPLOYMENT:	Full time
DIRECTORATE:	Waste Services
BUSINESS UNIT:	Resource Recovery

POSITION OBJECTIVES

- To provide effective and efficient administrative support to the Hazelmere Resource Recovery Park, 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:

<i>Excellence</i>	Striving for excellence through the development of quality and continuous improvement.
<i>Recognition</i>	Valuing staff in a supportive environment that focuses on their wellbeing.
<i>Innovation</i>	Focus on innovative approaches in projects and service delivery.
<i>Responsiveness</i>	Dynamic and flexible service delivery.
<i>Integrity</i>	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 staff to reach their potential in achieving the organisational outcomes.

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)
- Current National Police Clearance (no older than 3 months)

KEY DUTIES/RESPONSIBILITIES

Customer Service Responsibilities

- Receive all customers at the Hazelmere facility in accordance with site procedures and direct drivers 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.
- Manage two-way radio communications with operations staff.

Administrative Responsibilities

- Prepare all outgoing correspondence for the Hazelmere 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 various facilities when required.
- Prepare fortnightly wages timesheets for all Hazelmere staff.

- 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 staff room supplies for the site.

Occupational Safety and Health (OS&H) Responsibilities

- Follow and comply with all Occupational Safety and Health policies, procedures, and guidelines to ensure personal safety and the safety of others is maintained at all times.
- Ensure correct use is made of all equipment provided for safety and health purposes.
- Report all unsafe practices or hazards in the workplace to the appropriate manager and/or OSH Representative.
- Ensure incidents, accidents and near misses are reported to the appropriate manager and/or OSH Representative, using the appropriate documentation.

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.

ORGANISATIONAL RELATIONSHIPS

Responsible to

- Administration Officer Hazelmere

Supervision of

- NIL

Internal and External Liaison

Internal: All EMRC management and staff

External: NIL

EXTENT OF AUTHORITY

- This position operates under general supervision and has the authority to act within predetermined guidelines, EMRC policy and as delegated.

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 Staff Member: _____

Signature of Staff Member: _____

Date: _____

Date Last Reviewed:	July 2017
Reviewed By:	Manager Resource Recovery
Updated By:	Manager Human Resources
Approved By:	Director Waste Services