

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Team Leader Waste Collection
POSITION NUMBER:	1616
DIVISION:	City Services
DEPARTMENT:	Environment and Waste Services
CLASSIFICATION:	Band 3
REPORTS TO:	Supervisor, Commercial & Public Place Waste Collection Services
DIRECTLY MANAGES:	Waste Collection Loader (multiple)
INTERNAL LIAISONS:	Employees at most levels of the business, in particular local team members
EXTERNAL LIAISONS:	Ratepayers and members of the public; contractors; commercial customers and businesses
DATE:	March 2017

POSITION OBJECTIVES:

The Waste Services team is responsible for the professional and effective provision of commercial waste collection services to businesses, schools and organisations across the municipality.

The Team Leader is an operational role, operating within a small team environment to complete commercial and litter waste collection runs in a timely, safe and efficient manner.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Role model and actively promote Council values in all aspects of duty.
2. Provide operational day-to-day direction to a team of Waste Collection Loaders in the effective and efficient collection of commercial and public place litter bins.
3. Display a positive personal contribution in undertaking waste collection services.
4. Responsible for the adherence to OH&S standards, quality, quantity and timeliness of work carried out in accordance with relevant work instructions/guidelines.
5. Complete daily commercial and public place litter bin waste collections as per schedule allocated by management. Work effectively and efficiently in accordance with Council's standards and requirements as directed.
6. Maintain accurate recording and completion of all operational documentation that records customer account information and plant maintenance.

7. Organise operational information relating to the commercial waste business and manage specific changes to customer accounts and operational collection runs.
8. Operate and maintain plant and equipment in an effective and efficient manner and in compliance with relevant laws/regulations, codes of practice and City Services directives.
9. Ensure that the vehicle is driven in accordance with applicable road laws/regulations.
10. Adhere to all Council's policies and procedures as relevant to this position.
11. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values and Behaviours:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

Essential:

1. Some experience in a similar position.
2. Demonstrated ability to interact courteously and professionally with ratepayers, stakeholders and community members.
3. Good communication skills, both verbal and written, supported by good numeracy skills.
4. Ability to accurately record information with strong attention to detail.
5. Ability to organise and manage changes to collection schedules as per business unit requirements.
6. Adapt to demands on service levels at short notice and manage increased work loads over peak periods.
7. Current Victorian Heavy Rigid (HR) truck licence.
8. Ability to give direction and work positively in a team environment.

9. Commitment to adhering to the Council Code of Conduct, Values and all policies and procedures relevant to this position.

Desirable:

10. Knowledge of streets, parks and reserves within the Greater Geelong municipality.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Work performed is under General Supervision.
- Provides operational direction to a small team within defined guidelines, including the service of collection routes as per established service schedules.
- Responsible for the quality, quantity and timeliness of own work, and that of any assets entrusted as part of their day to day activities.
- The nature of the work will often require the incumbent to communicate with the public and contractors to assist in providing technical information relating to the waste collection service.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Personal judgement is exercised in delivering a high-quality and professional service.
- Required to assess waste collection sites to identify any environmental hazards which may impact on service delivery and standards.

SPECIALIST SKILLS AND KNOWLEDGE:

- Capable of waste collection vehicle use, including adhering to all applicable binding legislation.
- Competent in operating in a 'heavy traffic' environment which may include high volume pedestrian areas.
- Ability to effectively operate and maintain a range of plant applicable to the position.

MANAGEMENT SKILLS:

- Capacity to provide effective supervision to an operationally-focused team.
- Ability to manage own time and meet established priorities.
- Basic understanding of applicable management practices, including equal opportunity, health and safety, and employee development.
- Liaise in a professional manner with team members, contractors and external customers.

INTERPERSONAL SKILLS:

- Good communication skills, both verbal and written, with the ability to resolve minor issues in a positive and professional manner.
- Basic numerical skills.
- Ability to contribute to workplace improvement programs and team discussions.

QUALIFICATIONS AND EXPERIENCE:

- Current Victorian HR (heavy rigid) truck licence.
- Some experience supervising teams.
- Experience in the waste service industry would be highly regarded.

ADDITIONAL INFORMATION:

- The nature of this position requires the incumbent to work an early morning shift (4.30am – 1.30pm) including regular weekend and public holiday overtime in accordance with a staff roster.
- The practical start will be one of Council's three Operations Centres (Depots) with a requirement to work across the municipality.

HOW TO APPLY

Applications close: **Friday 5:00pm 31 March 2017**

Contact Person: Craig Belshaw, Supervisor, 03 5272 4552

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

*Recruitment Administration Officer
People & Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220*

Privacy Statement

The collection and handling of personal information is carried out in accordance with Council's Privacy Policy, which is displayed on Council's website and which is available for inspection at, or collection from, Council's Customer Service Centres.