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## Position Description

Transfer Station Attendant

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## Position overview

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Transfer Station Attendants assist with the operation of the Transfer Stations in accordance with Council requirements and best practice guidelines. Part of this role is to maximise the amount of recyclable material diverted from the waste stream to recycling. You will undertake key responsibilities in a professional, efficient and timely manner; and contribute to Council's aim of being a high performing organisation. This position requires the incumbent to work on a 7 day roster including weekends and public holidays.

## Classification and relationships

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<b>Classification:</b>	Band 3 Alpine Shire Council Enterprise Agreement
<b>Reports to:</b>	Waste Operations Officer
<b>Supervises:</b>	Nil

## Key duties and responsibilities

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### Accountability and extent of authority

#### Undertake Transfer Station duties

- Inspect all incoming loads and reject any prohibited materials or loads not meeting Councils entry guidelines.
- Classify waste into types, accurately estimate quantities and charge fees according to the disposal charges set by Council.
- Explain disposal procedures to customers. Patrol facility to ensure customers unload materials in correct locations and to minimise contamination of recyclable material. Where materials have been identified as being placed in the incorrect location to instruct the customer to place in the correct location or if the customer is unable to or not known, where possible, relocate or arrange relocation to correct materials stockpile.
- Complete sales transactions according to Council's procedures, end of day conciliation and perform banking duties.
- Inspect facility prior to closing to ensure all customers have departed, check for illegally or incorrectly placed material and take appropriate steps to rectify.
- Open and close facility at designated times.

- Maintain the transfer station (including the office) in a clean, tidy and safe condition.
- Notify Facility Officer Waste or other designated supervisor of material stockpile levels to ensure timely collection and removal from site to enable safe and effective operation of the facility.
- Immediately notify Facility Officer Waste or other designated supervisor of any hazardous materials identified on site. In such cases implement procedures to isolate and contain such materials.
- Undertake leachate depth monitoring at sites as instructed.
- Undertake grass maintenance with supplied equipment to maintain grass at agreed levels
- Inspect and clear storm water and other drainage infrastructure to enable correct functioning of such infrastructure.

### **Other duties**

- Respond to emails in a timely fashion.
- Complete daily registers and keep logs as directed by the supervisor.
- Experience with basic computer operations.
- Cash handling.
- Display a punctual, reliable and positive approach to work.
- Review and update work procedures as directed and report on system weaknesses and methods of control.
- Continually review and improve work methods associated with this role.
- Undertake other duties as directed by the manager or supervisor.
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Code of Conduct and Corporate Policies.

### **Judgement and decision making**

- The work is clearly defined within well documented and established procedures.
- Some problem solving skills may be required for on-site situations and for dealing with complaints and enquiries from the public; however guidance and advice are always available.

### **Interpersonal skills**

- Provide good customer service/public relations skills.
- Demonstrate a courteous disposition with a helpful and friendly manner.
- Be able to communicate clearly both verbally and in writing.
- Ability to manage time and establish priorities.
- Display a punctual, reliable and positive approach to work.
- Display and promote a positive image of Council through appearance, attitude and performance of tasks.
- Be willing to seek guidance and advice when required. Provide good customer service/public relations skills.

# Expertise

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## Qualifications

- Driver licence.
- Front End Loader ticket is desirable.

## Specialist skills and knowledge

- Ability to identify hazards and implement necessary procedures to attend to the hazard in a timely fashion.
- Capacity to explain disposal procedures to customers to ensure customers unload materials in correct locations, to minimise contamination of recyclable material.
- The employee must be prepared to undertake training in specific aspects of waste management.

## Experience

- Experience in the areas of waste management is highly desirable.
- Experience using an iPad, understanding of basic IT and experience in emails.
- Demonstrated capacity to provide good customer service/public relations skills.
- Experience in operating small plant such as mowers, brush cutters etc. would be desirable.
- Proven ability to work with limited supervision.
- Demonstrated ability to complete customer transactions, reconcile fees collected and perform banking duties.
- Cash handling experience.
- Experience in identifying asbestos containing material would be advantageous but is not a requirement as training will be provided.

# Health, safety and risk duties and responsibilities

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Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.

- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return to work plan for any injured worker when returning to work.

## Physical requirements

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Daily work will be performed in an outdoor environment, as such

- You will be exposed to those conditions normally encountered in an outdoor environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, this may include weekends, holidays and/or varying shifts.
- The work environment may include uneven surfaces and up and down stairs.
- As the requirements of the job are of a physical nature we require employees to complete a pre-employment screening assessment, to ensure that they have the physical capacity to perform the role.