



Position Details

Position title:	Waste Request Officer
Award Classification:	Band 4
Department:	Waste and City Maintenance
Division:	City Infrastructure
Date Approved:	October 2026
Approved By:	General Manager City Infrastructure

Organisational Relationships:

Reports To:	Waste Customer Service and Innovation Lead
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Provide administrative, customer service and compliance support across Waste Operations to support the effective delivery of waste services.
- Coordinate and respond to customer requests, complaints, work orders and service enquiries across all Waste Operations services, including but not limited to kerbside collections, hard and green waste, residential bin services, dumped rubbish and public place waste services.
- Support Waste Operations through the administration of reporting, records management, compliance activities, operational processes, service improvements, projects and system updates.

Key Responsibilities and Duties

- Coordinate and respond to customer requests, complaints, service enquiries, operational issues and work orders across all Waste Operations services, including kerbside collections, hard and green waste, residential bin services, dumped rubbish and public place waste services.
- Ensure customer requests, work orders, service enquiries and complaints are processed accurately, efficiently and within agreed service levels, Council standards and timeframes.
- Provide timely, professional and customer-focused responses to waste-related enquiries, requests and complaints, resolving issues where possible and escalating complex matters as required.
- Work collaboratively with customers, contractors, operational teams and other stakeholders to investigate, resolve and communicate outcomes for customer enquiries, complaints and service issues.
- Maintain accurate customer, operational and compliance records through effective administration of customer requests, work orders, reporting, correspondence, document control and records management, ensuring data integrity and compliance with Council procedures.
- Provide administrative, customer service, operational and compliance support across Waste Operations to support the effective delivery of waste services.
- Assist with the administration of compliance activities, including record keeping, reporting, document management, audit coordination and the maintenance of operational and regulatory records.
- Monitor service delivery performance, identify recurring issues and trends, and contribute to continuous improvement initiatives to enhance service delivery.
- Support the implementation of waste service changes, operational initiatives, process improvements, projects and system updates, adapting to changing service requirements and operational priorities.
- Provide support and assistance to Waste Operations staff to promote consistent service delivery and effective operational outcomes.

Accountability and Extent of Authority

- Work within established policies and procedures, exercising discretion in responding to customer requests, service enquiries and routine operational issues.
- Ensure compliance with Council policies, procedures, customer service standards, relevant legislation and privacy requirements.
- Escalate significant operational, reputational or customer risks appropriately.

Judgement and Decision Making

- Apply judgement in assessing and allocating customer requests, service issues and work orders within established procedures and defined service standards.



- Determine appropriate responses to customer enquiries within established guidelines and procedures.
- Resolve issues independently with guidance and advice always available

Specialist Skills and Knowledge

- Understanding of Council waste management services, relevant policies and procedures, and how these services support the objectives of the Waste Operations team and broader Council services.
- Proficient in the application of CRM and work order management systems in accordance with established procedures and service delivery requirements.
- Proficient computer skills and understanding of business applications/systems including One Council, Microsoft Word, Excel, Outlook and Teams.

Management Skills

- Organisational and planning skills with the ability to manage own time.
- Ability to provide supervision and on-the-job training to team members.

Interpersonal Skills

- Effective verbal and written communication skills.
- Ability to gain cooperation and assistance from customers, Council employees and contractors in the administration of waste service requests and enquiries.
- Ability to gain cooperation and assistance from customers, Council employees and contractors to resolve customer service issues.
- Demonstrated skills in written communication to enable the preparation of routine correspondence and reports if required

Qualifications and Experience

- Relevant experience in customer request management, customer service, administration or operational support, supported by on-the-job training and development.
- Experience assessing and resolving customer enquiries and complaints.

Child-Safe Standards

Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Demonstrated experience delivering high-quality customer service, including responding to enquiries, requests and complaints in a professional, timely and customer-focused manner.
- Experience coordinating and administering customer requests, work orders, records, reporting and other business processes, ensuring accuracy, compliance and attention to detail.
- Well-developed communication and interpersonal skills, with the ability to build effective working relationships with customers, contractors, operational staff and other Council employees.
- Demonstrated ability to plan, organise and prioritise work, manage competing demands and contribute to the resolution of operational issues in a fast-paced environment.



- Demonstrated ability to adapt to change and support the implementation of new systems, processes and service delivery models, including contributing to continuous improvement initiatives and organisational change programs.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.