



Position Details

Position title:	Waste Services Officer
Award Classification:	Band 3
Department:	Waste and City Maintenance
Division:	Operations and Infrastructure
Date Approved:	May 2025
Approved By:	Executive Manager Waste and City Maintenance

Organisational Relationships:

Reports To:	Supervisor Waste Management
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

- To provide waste operation services across all Waste Operations teams including, litter bin collection, bin delivery and repair program, and Resource Recovery Centre
- Maintain the cleanliness and amenity of assigned fleet
- To provide additional operational support (Waste Management) and be an effective member of the team to meet the overall objectives
- Bring a customer focussed mindset and work as a team player

Key Responsibilities and Duties

The Waste Services Officer is responsible for supporting the delivery of high-quality waste management services across the City of Port Phillip. Key responsibilities include:

General Duties

- Work flexibly across operational waste teams including kerbside waste compactor operations, litter bin collection, bin delivery and repair, and Resource Recovery Centre (RRC) services.
- Maintain the cleanliness and operational readiness of assigned vehicles, including pre-start inspections, greasing, tyre pressure checks, and daily cleaning.
- Record completed works using Council's in-cabin technology and enterprise management systems, including updating bin inventory and customer request outcomes.
- Provide high-quality customer service in line with Council's Customer Charter, including communicating relevant feedback to supervisors.
- Perform general yard duties as required across Council operations facilities and the Resource Recovery Centre

Bin Delivery and Repair

- Carry out delivery, repair, exchange, removal, and collection of Council-issued kerbside bins in accordance with service requests and operational schedules.
- Monitor stock levels, report low inventory, and assist in managing bin storage and availability.
- Load and unload deliveries of bin stock and other equipment as required.

Public Litter Bin Collection

- Undertake scheduled and responsive collections of public litter and apartment chute bins across streets, parks, and high-traffic areas.
- Ensure bins are returned to proper positions and surroundings are left tidy following collection.
- Collect any litter in bin surrounds or adjacent to public litter bins.

Resource Recovery Centre Support

- Provide general support at the Resource Recovery Centre and depot yard including:
 - Assisting customers,
 - Collecting and receipting gatehouse fees and tip fees,
 - Operating waste handling equipment (e.g. forklift, front-end loader),
 - Supporting emergency service access and coordination when required.
- Maintain compliance with site safety, environmental, and operational standards.

Operational Support and Compliance

- Assist the Supervisor and Head of Waste Operations in maintaining work quality, safety compliance, and performance standards.
- Provide procedural assistance and mentoring to team members where required.
- Monitor vehicle and plant performance, ensuring defects are reported and maintenance schedules are met.

- Maintain accurate operational records and contribute to data reporting and service improvement.

Other Duties

- Liaise professionally with members of the public and internal/external stakeholders.
- Undertake any other duties consistent with the employee's skills, competence, and training as directed by the Supervisor Waste Management or Coordinator Waste Operations.

Accountability and Extent of Authority

- Perform assigned waste management duties, including bin delivery and repair, litter bin collection, compactor operations, and Resource Recovery Centre support, in accordance with Council policies, procedures, and Waste Management Service Standards.
- Accountable for the quality, quantity, and timeliness of work performed, including:
 - Completion of assigned collection zones and service requests,
 - Accurate updates to operational systems regarding works performed,
 - Reporting of vehicle, plant, and equipment maintenance needs.
- Responsible for the cleanliness, safe operation, and basic maintenance of assigned vehicles and equipment, including conducting daily pre-start checks.
- Receives general supervision and instruction regarding tasks and expected outcomes, but is expected to use discretion and judgment in the application of established procedures and practices during daily operations.
- Accountable for providing a positive customer experience consistent with Council's Customer Service Charter and for appropriately escalating customer concerns or service requests.
- Responsible for maintaining safety standards and reporting hazards or incidents in accordance with Council's OH&S procedures.
- Required to monitor and maintain stock levels (e.g., replacement bins, parts) and report when replenishment is needed.
- May provide routine technical guidance and assistance to other team members where appropriate.
- Authority to represent Council in a professional manner when interacting with the public, contractors, and external stakeholders during the course of daily operations.

Judgement and Decision Making

- Exercise appropriate personal judgement when undertaking assigned waste management duties across the municipality, including safely operating vehicles, handling waste materials, and responding to on-ground conditions.
- Make day-to-day decisions regarding the safe and efficient completion of assigned tasks, such as determining the best approach to accessing bins, identifying hazards, and adapting work methods to suit site conditions.
- Escalate complex issues, customer complaints, or safety concerns to the Supervisor or Coordinator as required, following established reporting procedures.



- Provide general feedback to supervisors regarding working conditions, equipment performance, service schedules, and operational processes to support continuous service improvement.
- Apply discretion in balancing service efficiency, customer expectations, and operational safety while adhering to Council guidelines and relevant legislative requirements.

Specialist Skills and Knowledge

- Safe and competent operation of compactor trucks, tipper trucks, and other waste vehicles up to 13.9 tonnes GVM.
- Operation of waste management plant and equipment including forklifts, and front-end loaders.
- Knowledge and application of Occupational Health and Safety (OH&S) legislation, policies, and safe work practices relevant to waste management operations.
- Ability to work effectively within Council's guidelines, procedures, and customer service standards.
- Competency in conducting vehicle pre-start inspections, basic maintenance, and identification of mechanical faults.
- Ability to maintain accurate operational records, including use of in-cabin technology, run sheets, and enterprise management systems (e.g., OneCouncil, Service Management Modules).
- Ability to interact professionally with members of the public, external contractors, and emergency services.
- Capacity to provide general feedback on operational conditions, equipment performance, and service improvement opportunities.

Interpersonal Skills

- Ability to work effectively as part of a team and contribute positively and with respect under general supervision.
- Ability to promote a positive image of Council's Waste Management Services through respectful and helpful interactions with the public, contractors, service authorities, and other Council departments.
- Clear oral communication skills to engage with members of the public, including resolving minor issues where appropriate.
- Basic written communication skills to accurately complete records, reports, and customer notes.
- Ability to remain calm, respectful, and professional when dealing with challenging situations or customer concerns.

Mandatory Requirements

- Current Victorian Medium Rigid (MR) Driver's Licence (mandatory).
- Ability to successfully complete VicRoads Driver Licence Verification prior to employment and as required during employment.
- Current Victorian Driver Licence (mandatory) and a good driving record.
- Relevant plant operation licences and competencies (highly desirable), including:
 - Forklift Licence (LF)
 - Front-End Loader and/or Backhoe operation certification
 - Hook-lift truck operation experience
- Demonstrated experience operating heavy vehicles and plant safely in accordance with Occupational Health and Safety (OH&S) and traffic regulations.
- Experience working in waste collection, waste transport, bin delivery and repair, or resource recovery operations.
- Competency in applying safe manual handling techniques and workplace safety standards.
- Ability to use in-cabin technology and enterprise management systems (e.g., OneCouncil or equivalent) for recording service outcomes (desirable).
- Experience working in customer-facing roles and ability to communicate professionally with members of the public.

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 ability to work respectfully and collaboratively in a team environment, while engaging professionally and courteously with the public, internal teams, and customers to support a positive workplace culture and promote Council's waste services.
- Proven ability to safely and competently operate medium rigid vehicles, and waste-related plant and equipment, in accordance with Occupational Health and Safety (OH&S) and traffic management regulations.
- Knowledge and/or experience in waste collection, waste transport, bin delivery and repair, and/or resource recovery operations, including adherence to operational procedures, environmental standards, and Council waste guidelines.
- Ability to accurately complete run sheets, maintenance logs, and customer service records, and to use in-cabin solutions or enterprise management systems (e.g., OneCouncil) to record work outcomes.
- Ability to use sound judgement and problem-solving skills to adapt to changing site conditions, resolve minor operational issues, and escalate more complex problems appropriately.
- Able to successfully complete pre-employment physical and police check screening.

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.