

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Administration Officer Sustainability and Waste	
<b>Classification:</b> Band 4	<b>Effective Date:</b> February 2025
<b>Reports to:</b> Coordinator Waste Reduction and Recycling	<b>Tenure:</b> Temporary – Paternal leave backfill

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer  
Experience and  
Service Delivery**



**Great  
Organisational  
Culture**



**Innovation  
and Continuous  
Improvement**



**Good Governance  
and Integrity**



**Long Term  
Financial  
Sustainability**

### CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

To provide high quality professional customer service and administrative support for the Waste Reduction and Recycling team and the Environmental Sustainability team and the wider City Services Department

## Key Responsibilities

### *Position Specific Responsibilities*

- Attend to telephone and in person enquiries and provide information to customers on issues within established guidelines.
- Provide administrative and clerical support including managing requests for new bins, changes to waste services or any other sustainability and waste matters including system administration.
- Process mail merges and preparation of response and educational letters.
- Process incoming Records through Council's documents management system (HPCM), creating customer requests through Council's Pathway system and generating acknowledgement letters where required.
- Maintain relevant databases and spreadsheets.
- Maintain customer satisfaction systems including the compilation of results and reports.
- Assist the team to administer events, workshops and venues.
- Provide administration support for contracts and projects.
- Liaise with waste collection contractors, contractor administration teams and Council's customer service team to ensure good customer service and waste outcomes.
- Assist with any work experience students.
- Provide input and assist with continually improving Council's systems, work processes and practices within the team.
- Contribute to team planning activities and meetings including those with Sustainability and Waste contractors.
- Maintain office systems and processes to ensure high quality, best practice administration services to staff and customers.
- Undertake other duties that support the teams and Department.
- Assist with induction and training of new and/or temporary Administration team members.
- Resolve complex enquiries and complaints, using problem solving and customer service skills.
- Provide excellent customer service by phone, email and in person, including communicating with customers in a clear, professional and empathetic manner.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

## **Accountability and Extent of Authority**

**Budget:** Nil

**Staff responsibility:** Nil

## **Judgement and Decision Making**

The position operates within established procedures and specific guidelines and has the scope to exercise discretion in the application of the established standards and procedures. Guidance and advice are always available within the time required to make a decision.

## **Specialist Knowledge and Skills**

### **Qualifications and Experience**

- Several years of demonstrated experience in an administrative/customer service role.

#### Technology

- Experience and proficiency in Microsoft Office packages, including Word, Excel, Records Manager, Pathways and Council's various purchasing and administration software.

#### Other technical skills and experience

- Effective customer service skills and a competent level of typing skills.

### **Interpersonal Skills**

- Good oral and written communication skills and excellent telephone manner.
- Be able to resolve job specific problems and gain cooperation and assistance from staff, members of the public and customers in the administration of well-defined activities.

### **Management Skills**

- Cooperate with other staff and gain assistance where required.

### **Other Attributes (Desirable)**

- Skills in managing time and organising and planning own work.
- Knowledge and/or experience with waste and recycling collections and service issues

### **Key Selection Criteria**

- Demonstrated high level customer service skills and commitment to providing quality service.
- Experience in an administrative support role.
- Experience in the successful use of a variety of software packages including customer request systems.
- Ability to communicate effectively at all levels of the organisation and with customers.
- Ability to work cooperatively in a team environment and with minimal supervision.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		None	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms		None	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Collating and distributing documents – moving items around the office	Very occasionally	
<b>Standing</b> Tasks involve standing in an upright position	Attending training or events.	Very occasionally	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		None	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Attending training or events.	Very occasionally	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Collating and distributing documents – moving items around the office	<b>Very occasionally</b>	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		None	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Office based work	Frequently	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Using computers and reading materials	Frequently	

**Any other relevant comments:**