

|   |                                     |
|---|-------------------------------------|
| <b>Job title:</b> Recycling and Waste Centre Weighbridge Operator |                                     |
| <b>Classification:</b> Band 3                                     | <b>Effective Date:</b> January 2026 |
| <b>Reports to:</b> Coordinator Recycling and Waste Centre         | <b>Tenure:</b> Permanent            |

## 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 provide an excellent customer experience. We are a resilient organisation where everyone belongs.



## 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   | Respect                                       | Excellence                         | Accountability   | Trust  |
|---|---|------------------------------------|--|--|
| We work flexibly together to achieve outcomes and solve problems. | We actively listen, value diversity and care. | We adapt, respond, learn and grow. | We take responsibility and follow through on our promises. | We act with integrity and are empowered to make decisions. |

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The position will perform cashiering duties, weighbridge operations and customer service.

## Key Responsibilities

### *Position Specific Responsibilities*

- Undertake effective and accurate cashiering duties in accordance with Centre procedures.
- Ensure all customer interactions are conducted in a courteous, polite and professional manner.
- Direct customers to appropriate unloading areas and assist with any queries.
- Ensure the weighbridge office is kept clean and organised.
- Record incident details in daily log book and report all accidents and potentially hazardous incidents to the Centre Coordinator.
- Carry out tasks in a safe manner and in accordance with all documented procedures.
- Carry out basic administrative duties as requested by the Centre Coordinator.
- Carry out any duties as directed by the Centre Coordinator within skill level to assist in the effective operation of the Recycling and Waste Centre

### *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 is accountable for the appropriate assessment of waste types entering the centre, accurate cash handling and daily reconciliation.
- The position has the freedom to make decisions and utilise personal judgement within general guidelines and under routine supervision, relating directly to the effective daily operations of the Centre

## Specialist Knowledge and Skills

- Experience in the provision of high-quality customer service.
- Experience in a cashiering or weighbridge type environment, ideally within the waste or recycling industry.

## Qualifications and Experience

### Technology

- Basic computer skills including troubleshooting faults.
- An understanding of cashiering software including electronic payment systems.

## Interpersonal Skills

- Excellent customer service skills.
- Ability to interact effectively with staff, customers, contractors and management.
- Responsive approach to customer service through the provision of clear and concise information in a professional manner.
- Ability to effectively deal with customers including those with difficult or challenging behaviours, and conflict situations.
- Ability to communicate clearly and professionally at all levels of the organisation and with customers.
- Demonstrated capacity to work cooperatively in a team environment as well as independently with minimal supervision.

## Key Relationships

- The position is required to maintain professional relationships with staff, customers, contractors, management and the community.

## Management Skills

- Ability to portray a positive public image for Whitehorse City Council.
- Self-motivated with the ability to work unsupervised and provide advice to customers.

## Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

## Key Selection Criteria

- Demonstrated high level customer service skills and commitment to providing quality service.
- Experience as a cashier, weighbridge operator or similar role.
- Experience in the successful use of cashiering software including electronic payment 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><br>Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. |   | None  |                        |
| <b>Hand/Arm Movement</b><br>Tasks involve use of hand/arms  | Use of touch screen monitor and mouse                                 | Frequently  |                        |
| <b>Bending/Twisting</b><br>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><br>Tasks involve standing in an upright position  | Predominantly standing role   | Frequently  | Up to 10 hours per day |
| <b>Reaching</b><br>Tasks involve reaching above head, and above and equal to shoulder height                              | Collating and distributing documents – moving items around the office | Very occasionally                                 |                        |
| <b>Walking</b><br>Tasks involve walking on slopes and walking whilst pushing/pulling objects                              | Attending training or events  | Very occasionally                                 |                        |
| <b>Lifting/Carrying</b><br>Tasks involve raising, lowering and moving objects from one level position to another          | Collating and distributing documents – moving items around the office | Very occasionally                                 |                        |
| <b>Pushing/Pulling</b><br>Tasks involve pushing/pulling away, from and towards the body                                   |   | None  |                        |

| Physical Functional Demand  | Specific Physical Job Tasks  | Frequency/Duration of performance of task per day | Comments |
|---|--|---|----------|
| <b>Keyboard Duties</b><br>Tasks involve sitting at workstation and using computer.                    | Role requires standing and using a keyboard  | Very frequently                                   |          |
| <b>Satisfactory Vision</b><br>Standard of vision required equal to that required for driver's licence | Required for reading car registrations and accurately entering information into weighbridge software | Very frequently                                   |          |

#### PSYCHOLOGICAL REQUIREMENTS CHECKLIST

| Psychological Demand  | Specific Job Tasks  | Frequency/Duration of performance of task  |
|---|---|--|
| <b>Adaptability and flexibility</b><br>Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities. | There may be changes to software or procedures.   | The changes to the tasks are minimal.  |
| <b>Attention to detail</b><br>The ability to perform work tasks that require attention to detail or concentration on detailed information.                                      | The processing of transactions and payments require a high level of attention to detail.                        | Significant attention to detail or concentration required for some tasks.        |
| <b>Decision making</b><br>The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.                            | Decisions are made within established guidelines and within the constraints of Council policies and procedures. | Predominantly processing routine transactions requiring limited decision making. |

|   |  |   |
|---|--|---|
| <b>Degree of Self-Supervision</b><br><br>The ability to work effectively without supervision  | Required to work in a team environment and also independently with general supervision.                            | Most of the time working alone in the cashier area.   |
| <b>Exposure to Confrontational Situations</b><br><br>Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.   | The role may have exposure to confrontational situations in the normal course of duties.                           | Customers may challenge the cost of services, what materials are accepted, or the times of operation. |
| <b>Recall</b><br>The ability to recall and retrieve, on demand, information that has been previously learned.   | The role is to have a good knowledge of the services provided at the Centre for efficient processing of customers. | Basic recall skills are required to apply to routine work tasks.                                      |
| <b>Time Pressures</b><br>The ability to complete tasks within a given time period, the ability to work quickly when required, and/or the ability to manage time effectively so that all task are completed on time and at an acceptable level of quality. | During peak times, it is critical to have efficient processing in the weighbridge.                                 | Time pressure is moderate: many customers are wanting to limit their time at the Centre.              |