

Job title: Senior Administration Officer - Sustainability and Waste	
Classification: Band 5	Effective Date: October 2023
Reports to: Coordinator Waste Reduction and Recycling	Tenure: Permanent full time

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

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.

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

To provide high quality support for the Waste Reduction and Recycling team, Environmental Sustainability, and the wider City Services Department with a particular focus to assist to establish the customer service and administration functions for sustainability and waste and then monitor, support, and contribute to these functions.

Key Responsibilities

Position Specific Responsibilities

- Monitor, support and contribute to the customer service and administration functions relating to sustainability and waste to achieve a high level of customer service.
- Attend to telephone and in person enquiries and provide information to customers on issues around sustainability and waste services.
- Provide guidance to support the Administration Officers in the Waste Reduction and Recycling team as well as contribute to managing requests for new bins, changes to waste services or any other sustainability and waste matters including system administration.
- Train and assist other administration officers and oversee the roster of the team to carry out customer service and administration duties.
- Process and guide others on processing incoming Records through Council's documents management system, creating customer requests and generating correspondence where required.
- Assist the Waste Reduction and Recycling team and Environmental Sustainability team in any administration of events, workshops and venues.
- Liaise with waste collections contractors and contractor administration teams and Council's customer service team to ensure good customer service and waste outcomes.
- Provide input and assist with continually improving Council's systems, work processes and practices within the team.
- Supervise and maintain office systems and processes for the City Services Department to ensure high quality, best practice administration services to staff and customers.
- Other duties that support the provision of Administration/Customer Service support for the Waste Reduction and Recycling team, the Environmental Sustainability team and the wider City Services Department.

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: Senior support and supervision of Sustainability and Waste Administration Officers, temporary staff and occasionally work experience students.

Judgement and Decision Making

- The position requires problem solving and has the scope to exercise discretion in the application of the established standards and procedures.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Several years of demonstrated experience in an administrative/customer service role.
- Demonstrated experience in reviewing and improving systems and processes.

Qualifications and Experience

Technology:

- Demonstrated high level skills with Microsoft 365 including Word, Excel and Outlook.
- Experience in the use of software packages including financial systems, record management systems and GIS systems.
- Ability to operate a cloud-based telecommunications system.

Other Attributes (Desirable)

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

- Experience of working on or supervising continuous improvement
- Ability to work independently

Interpersonal Skills

- Sound verbal and written communication skills.
- Responsive approach to customer service through the provision of clear and concise information in a professional manner.
- Ability to effectively deal with customers with difficult or challenging behaviours, and conflict situations.
- Ability to communicate clearly and professionally at all levels of the organisation and with customers.
- High level organisational and time management skills.
- Demonstrated capacity to work cooperatively in a team environment as well as independently with minimal supervision.

Key Relationships:

- Liaises with Department staff, Council staff, Government Departments, other municipalities, service providers, contractors, suppliers, community groups and customers.
- A particular key relationship is with the Customer Service team considering that both teams receive a high volume of requests relating to sustainability and waste.

Management Skills

- Skills in supporting and monitoring the performance of other administration officers.

Key Selection Criteria

- Demonstrated high level customer service skills and commitment to providing quality service.
- Experience in an administrative support role and in supporting and monitoring other administration officers.
- 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
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		None	
Hand/Arm Movement Tasks involve use of hand/arms		None	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Collating and distributing documents – moving items around the office	Very occasionally	
Standing Tasks involve standing in an upright position	Attending training or events.	Very occasionally	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		None	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Attending training or events.	Very occasionally	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Collating and distributing documents – moving items around the office	Very occasionally	

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

Any other relevant comments: