

<b>Job title:</b> Recycling and Waste Centre – Driver/General Hand/Operator	
<b>Classification:</b> Band 3 Annualised	<b>Effective Date:</b> December 2023
<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 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**

### We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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

The position will support the safe and efficient operation of the Whitehorse Recycling and Waste Centre (Centre) through the provision of heavy combination vehicle driving, customer assistance, pit supervision and site and vehicle maintenance services.

## Key Responsibilities

### *Position Specific Responsibilities*

#### **Service Delivery**

- Supervise the general unloading of waste at the waste pit.
- Ensure the Centre is kept clean and free of litter.
- Use the wheel loader to push rubbish into waste pit
- Transport waste to landfill in heavy combination vehicles in accordance with the Mass Management NHVA Accreditation.
- Operate a front-end loader, track loader, forklift and other plant and equipment for pit operation and site maintenance.
- Direct customers to appropriate unloading areas and assist with any queries.
- Ensure all customer interactions are conducted in a courteous, polite and professional manner. This requirement extends to other road users when transporting waste.

#### **Safety**

- Support and encourage safe and efficient customer movements and activities at the waste pit and address any unsafe behaviour.
- Maintain radio contact with track loader operator when doing pit supervision duties.
- Report all accidents and potentially hazardous incidents to the Supervisor and / or Coordinator.
- Carry out tasks in a safe manner and in accordance with all documented procedures.
- Drive in a safe manner and adhere to all road rules at all times and or operate all plant and equipment in accordance with safe operating procedures.
- Record incident details in daily log book.
- Routine maintenance of plant and equipment.
- Assist in the provision of any maintenance on site within skill level.

#### **Plant and Equipment Management**

- Ensure all prestart maintenance checks are properly carried out and all fluid levels are added as necessary.

- Liaise with the Supervisor to ensure plant and equipment maintenance is properly programmed and actioned.
- Ensure all plant and equipment is maintained in a safe, neat, tidy and functional condition.
- Wash the plant and equipment as required.
- Replace tyres as necessary.
- Ensure truck, track loader, front end loader, forklift and other plant and equipment is driven/operated in a competent manner.
- Carry out any duties as directed within skill level to assist in the effective operation and aesthetic appearance of the Centre.
- Carry out any administrative duties required of the position.

#### *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.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

### **Accountability and Extent of Authority**

Budget: Nil

Staff responsibility: Nil

### **Judgement and Decision Making**

- 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**

- A current Heavy Combination drivers' licence, appropriately endorsed, that meets the requirements of VicRoads.
- Competent understanding of truck mechanicals and demonstrated ability to carry out routine maintenance tasks such as changing wheels and lubrication

- Competent in operating heavy plant including a front end loader.
- Satisfactory National Criminal History Check.

## Qualifications and Experience

Technology:

- Basic computer skills.

## Interpersonal Skills

- Excellent customer service skills.
- Ability to interact effectively with staff, customers, contractors and management.
- Demonstrated written and comprehension skills to ensure the effective and accurate completion of administrative tasks, work instructions and safety guidelines.

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 advise customers
- Must be able to provide on the job training and instruction if required to train a new driver

## Key Selection Criteria

1. A current Heavy Combination drivers' licence, appropriately endorsed, that meets the requirements of VicRoads. Significant and demonstrated experience in driving a heavy combination articulated vehicle.
2. Competent understanding of truck mechanics and demonstrated ability to carry out routine maintenance tasks such as changing wheels and lubrication.
3. Competency in operating a front-end loader, forklift or other similar plant and equipment.
4. Understanding of and ability to maintain a safe environment of a shared public access and work space.
5. Ability to provide effective and courteous face to face customer service.

## 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.	Changing tyres	Random. Maximum once a day. Often not at all.	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Operating trucks, plant, sweeping, use of shovels	100%	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	N/A		
<b>Standing</b> Tasks involve standing in an upright position	Can vary depending on duties. Driving trucks predominately sitting, yard hard predominately standing	30-90%	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Cleaning debris from tops of trailers	15%	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Sweeping and cleaning in yard	50%	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	N/A		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	Sweeping	30%	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Online training	10%	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Required for reading car registrations and accurately entering into weighbridge software	100%	

**Any other relevant comments:**