

ROLE DESCRIPTION

Retail Outlet Attendant



Directorate	Communities & Place	Position Number	300669, 300670, 300671, 300672, 300738
	Waste and Environmental Sustainability		
Branch		Position Status	Part-time
Section	Waste Services	Position Grade	Grade B
Reports to	Coordinator Waste Services	Band/Level	Band 1 Level 3
Direct reports	0	Award	Local Government (State) Award
Indirect reports	0		
Date Authorised	28/3/2024	Budget	N/A

PRIMARY PURPOSE OF THE ROLE

This role engages with the daily operations of the Resource Recovery Centre recycled material retail outlet. The role of Attendant requires customer interface, cash handling, stock collection repair and placement as well as educating customers on recycling and waste minimisation.

KEY ACCOUNTABILITIES

1. Provide a full range sales and stock controls
2. Offer a customer experience that is fair, respectful and ethical with both internal and external customers
3. Ensuring that the retail outlet is compliant with all OH&S service levels
4. Collection and placement of recycled materials into the retail outlet
5. Contribute to social media and other forms of information dissemination
6. Accurately apply all policies and procedures when interacting with customers

KEY CHALLENGES

- Deliver exceptional customer service.
- Adapt to changing processes, waste stream and environment.
- Identify market trends for saleable materials

Note: An employee may be directed to carry out such duties that are within the limits of the employee's skills, competencies and training.

DIRECTORATE STRUCTURE



KEY RELATIONSHIPS

Internal

Who	Why
Team members of the retail outlet	• Helping to create an enjoyable and harmonious team
Team members of the Resource Centre	• Working closely with the RRC team members to optimise waste diversion
Team members in Administration	• Open and honest communication

External

Who	Why
Customers of the retail outlet	• Promote and enjoyable sales or drop off experience
Attendees to workshops	• Facilitate the promotion of the workshops
Charitable organisations	• Facilitate a constructive working relationship

ESSENTIAL CRITERIA

- Experience with a retail/ customer service environment
- Proven commitment to providing quality customer experience
- Knowledge of P.O.S systems
- Open communications and willingness to engage with customers
- Excellent time management.
- Current Class C driver's license
- Demonstrated experience using online technological platforms

DESIRABLE CRITERIA

- Previous cash handling experience
- Local government experience

ESSENTIAL CRITERIA

- Being able to demonstrate the physical requirements of the role as detailed in the position description
- Participate in random drug and alcohol testing
- Participate in All staff orientation and mandatory training
- Complete immunisation record of Tetanus

WHS RESPONSIBILITY

In this role, you are responsible for working safely and complying with Council's Work Health and Safety Management System (WHSMS), including relevant policies, procedures and safe systems of work as amended from time to time. You are expected to:

- Take reasonable care for your own health and safety and that of others.
- Comply with reasonable safety instructions and use the controls provided.
- Identify and report hazards, incidents, injuries and near misses in a timely manner.
- Participate in required WHS training, consultation and continuous improvement activities.

PHYSICAL DEMANDS CHECKLIST

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Constant
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Frequent
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Frequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Occasional
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Infrequent
Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant

Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Occasional
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Frequent

Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. irate customers	Occasional
Exposure to Distressing Situations - e.g. Child abuse, removing deceased animals	Infrequent
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Occasional
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Occasional

CAPABILITIES

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Capability Group	Focus Capability	Capability	Competency Level Required					
			Read the behavioural indicators for each level for the listed capabilities before selecting a level.					
 Personal Attributes	✓	Manage Self	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Display Resilience and Adaptability	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Act with Integrity	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Demonstrate Accountability	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Relationships	☐	Communicate and Engage	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✓	Community and Customer Focus	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Work Collaboratively	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Influence and Negotiate	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Results	☐	Plan and Prioritise	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Think and Solve Problems	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Create and Innovate	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✓	Deliver Results	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Resources	☐	Finance	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Assets and Tools	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Technology and Information	☐ N/A	✓ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Procurement and Contracts	✓ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Workforce Leadership	☐	Manage and Develop People	✓ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Inspire Direction and Purpose	✓ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Optimise Workforce Contribution	✓ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Lead and Manage Change	✓ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced

FOCUS CAPABILITIES

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes <u>Manage Self</u>	<u>Foundational</u>	• Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
<u>Relationships</u>	<u>Foundational</u>	• Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs • Informs customers of progress and checks their needs are being met
<u>Deliver Results</u>	<u>Foundational</u>	• Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard

Template created by	Name	Date

FORM SUBMISSION

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Audited, graded and approved by HRBP	Name	Date

Recruitment Officer Uploaded PD into PULSE	Name	Date

ACKNOWLEDGEMENT

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

Employee enter a name Signature Date enter a date.
