



City of
Kalgoorlie
Boulder

Position Description

Position Title: Waste Management Officer

Position Details

Position Number	4113
Position Classification	Level 5/1 – 5/7
Status	Full Time – Permanent
Directorate	Engineering Services
Work Location	Administration Building
Reports To	Senior Officer Waste Services
Supervisory Responsibility	No direct/indirect supervisory responsibilities

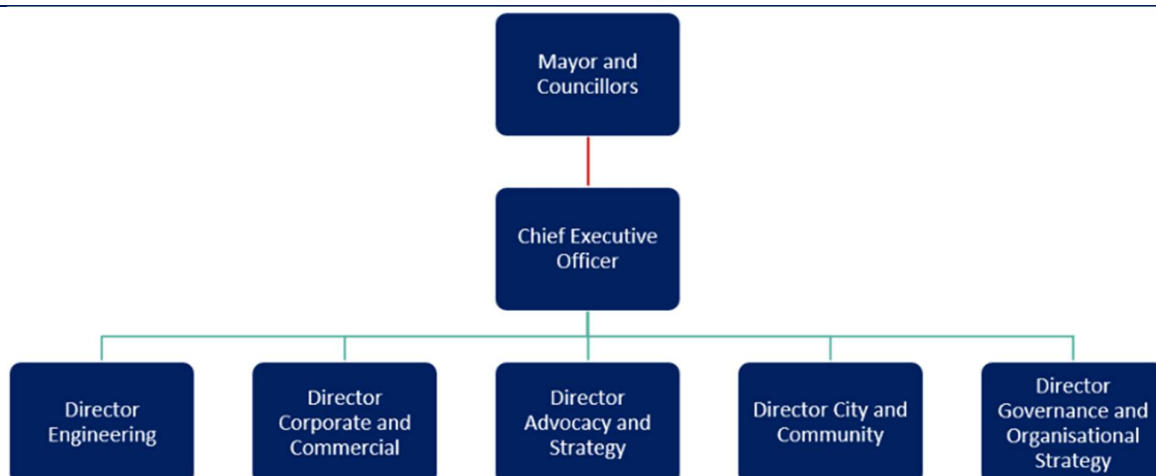
Organisational Overview

The City of Kalgoorlie-Boulder is a thriving regional city covering an area of 95,000 km² and home to over 30,000 people.

The City owns and manages contemporary community facilities, hosts a range of first-class events, and provides significant community investment in grants and sponsorships.

The City employs 400 plus staff members who operate out of eight City facilities. The Council employs the CEO, who is supported by the Executive Leadership Team, whose structure is set out below.

Organisational Structure



VISION

Connected by its many communities, abundant in economic and lifestyle opportunities.

By 2050, Kalgoorlie-Boulder is a thriving, sustainable, and globally connected regional city — shaped by our Goldfields legacy and a rich Aboriginal heritage.

Kalgoorlie-Boulder is more than a place to live — it's a place of opportunity and innovation, where diverse industries, quality infrastructure, and lifelong learning contribute to a city where families and businesses grow and prosper, communities connect, and visitors feel welcome.

MISSION

'Working together for the place and people we call home.'

ACTRITE

Our Values for Performance and Accountability

Guiding our culture of performance, integrity, and impact

- A Accountability** We take ownership of our actions and outcomes, delivering on our commitments.
- C Collaboration** We work together with shared purpose to achieve common goals.
- T Teamwork** We support one another, celebrate success and grow stronger together.
- R Respect** We treat others with dignity, value diverse perspectives and build inclusive relationships.
- I Integrity** We act with honesty, fairness, and ethical responsibility in all we do.
- T Transparency** We communicate openly, share information freely and foster trust.
- E Excellence** We pursue high standards, continuous improvement and impactful results.

Together, we ACTRITE.

Position Overview and Purpose

This position is responsible to assist in delivery of waste programs, including waste behavioural change / education programs that will contribute to waste reduction, increased recycling and enhance the City's management and systems for waste services.

Position Accountabilities

Key accountabilities

- Ensure Waste services are delivered in accordance with City's Waste Management Strategy.
- Investigate and resolve waste related issues and customer compliance, when presenting household waste and recycling material for collection.
- Be the primary point of contact for customer waste management enquiries.
- Respond to a wide range of waste and sustainability related enquiries from staff and external customers to ensure a high level of customer service.
- Develop waste education programs which encourage correct waste behaviours.
- Organise events and waste education in conjunction with external bodies, internal and external stakeholders.
- Assist with maintenance of the City's waste and sustainability web pages on the City's website.
- Assist the Senior Waste Officer in managing waste contractors to ensure ongoing performance.
- Assist with the planning, coordination and delivery of waste and sustainability community workshops to support community engagement and behaviour change.
- Assist in the delivery of actions outlined in the City of Kalgoorlie-Boulder Waste Plan, ensuring progress is tracked and reported as required.
- Assist Coordinator with monitoring of statistical data and preparation of information for reports.

Key Performance Indicators

- Investigate and resolve 100% of reported bin presentation, contamination or waste-compliance issues within five (5) business days, documenting findings and actions in the designated tracking system each month.
- Resolve customer compliance and waste-related issues in line with the Customer Service Charter Guidelines to ensure waste services align with the City's Waste Management Strategy.
- Attend a minimum of four (4) City organised events per year, to promote waste awareness and education.
- Complete 100% of Waste Plan actions assigned to the role by their due dates each year, with progress updates recorded monthly.
- Complete required statistical data collection and reporting within set deadlines, ensuring data accuracy to support strategy improvements and compliance.

Work, Health & Safety

- Ensure adherence to WHS policies and procedures.
- Consult with supervisor and safety representatives on WHS aspects.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Assist in ensuring workers, including volunteers and contractors, are aware of, and abide by, relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Assist in the development of safe work procedures as required and ensure adherence to procedures.
- Maintain relevant knowledge of WHS issues and act as a role model by demonstrating safe work behaviours.

Judgement & Decision Making

- Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.
- Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor.



- Apply legislation and Council policy direction to decision-making with guidance from the Manager.
- Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.
- Apply knowledge and skills to ensure consistent quality outcomes.

Skills & Knowledge

- Passion about the environment and minimising waste to landfill.
- Able to influence decision making and drive outcomes.
- Self-motivated and positive attitude.
- Effective communication and people skills.
- Strong time management and organisational skills.
- Experience working within the waste or resource recovery industry and/or tertiary qualifications in environmental education, communication or a similar field.
- Proven negotiation and conflict resolution skills and ability to liaise effectively, professionally and build relationships with external bodies, internal and external stakeholders.
- Ability to provide efficient and effective customer service.
- Sound expertise in Microsoft Office applications.
- Flexibility to work outside of and in addition to usual hours of work
- Current satisfactory National Police Clearance.
- Current WA "C" Class driver's licence.



Corporate Accountabilities

Behavioral Responsibilities

- **Accountability** - We take ownership of our actions and outcomes, delivering on our commitments.
- **Collaboration** - We work together with respect and shared purpose to achieve common goals.
- **Teamwork** - We support one another, celebrate collective success and grow stronger together.
- **Respect** - We treat others with dignity, value diverse perspectives and build inclusive relationships.
- **Integrity** - We act with honesty, fairness and ethical responsibility in all we do.
- **Transparency** - We communicate openly, share information freely and foster trust.
- **Excellence** - We pursue high standards, continuous improvement and impactful results.

Corporate Responsibilities

- Adhere to all City of Kalgoorlie-Boulder policies and procedures.
- Understand the principles of strong customer service and undertake duties in accordance with the City's Customer Service Charter.
- Ensure that all stakeholders are dealt with in a timely, courteous, and professional manner.
- Takes responsibility for and actively undertakes risk management activities in accordance with the City's Risk Management requirements.
- Promote positive and collaborative culture and values of the organisation through open, fair, and transparent decision-making and ethical, professional behaviour.
- Ensure that you take reasonable care to ensure your own health and safety and that of others.

