



Refund Point Operator (Containers for Change)

Fixed Term (October 2027) part-time (22.5 hours per week)

Salary \$75,785 - \$78,499 per annum (pro rata) + 12% super

Benefits

- **Health and Wellbeing program**
 - **Superannuation co-contribution options for eligible employees**
 - **17.5% leave loading**
 - **Access to Fitness Passport**
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Organisational Overview

Help keep the City of Fremantle vibrant and sustainable by joining a hardworking team that takes real pride in keeping our streets clean, managing waste, and supporting recycling efforts. Whether you're behind the wheel, on the tools, or part of waste education, your work makes a visible impact on our City's environment. We thrive on trust, respect, and a shared goal of delivering top-notch service to the community

The City of Fremantle is currently seeking to appoint a Refund Point Operator to provide customer service, administrative and operational support for the Containers for Change program, ensuring accurate and efficient container processing, contributing to the City's diversion and resource recovery targets.

Key Responsibilities

- Provide excellent customer service by welcoming customers, responding to enquiries, resolving on-site complaints or grievances, assisting with the safe handling of eligible containers, and educating customers on the Containers for Change program and accepted recyclable materials.
- Sort and count eligible beverage containers into material types quickly and accurately and conduct bulk container collections by operating the recycling van and/or trailer to collect eligible containers from customers and partner organisations, ensuring safe handling and efficient service delivery.
- Maintain a safe, clean, organised and operationally ready worksite through site preparation, opening and shutdown procedures, regular housekeeping and end-of-shift cleaning, hazard identification and reporting, safe working practices, traffic control activities, and the use of appropriate personal protective equipment (PPE).
- Maintain accurate records of deposited materials, customer details, material types and volumes, consignments, dispatch activities, payments, work activities and timesheets, and assist with data entry and the preparation of reports and operational documentation.
- Operate plant and equipment, including the forklift, safely and within the employee's licences, skills, competence and training.

To be considered for this position, you will need

- Experience in customer service and complaints resolution.
- Well-developed interpersonal skills.
- Ability to work in a busy environment and stand for long periods, including a high level of fitness.
- Good numeric and literacy skills.
- C Class drivers' licence.
- Forklift licence and experience operating.
- Nationally Coordinated Criminal History Check

The City of Fremantle promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. The City encourages people of all ages, genders, and abilities, Aboriginal Australians and people from culturally diverse backgrounds to apply for this job.

If you have any access needs that may require reasonable adjustments to allow you to fully participate in the application and interview process, please get in touch with the contact below. If you are an Aboriginal person or a person with a Disability who would like assistance with your application, please contact the Jobs and Skills Centre on 136464.

Application Instructions

Click Apply to be directed to our website and submit your application. Navigate to Job Attachments to view position description and Application Instructions.

Applicants should provide a current curriculum vitae and a two-page (maximum) cover letter in .pdf format. You do not need to address the selection criteria. Your CV and cover letter should demonstrate how your skills and experience make you a suitable candidate for the advertised position. The estimated closure

date is **5pm on Sunday November 8** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Tyson Anderson** on tysona@fremantle.wa.gov.au

Applicants must have the right to work in Australia.

The City of Fremantle acknowledges the Whadjuk people as the Traditional Owners of the Walyalup/Fremantle area, and we recognise their cultural and heritage beliefs are still important today.