

WASTE SERVICES OPERATOR

Position Number:	Internal/External
Banding/Remuneration:	Band 3
Division/Branch:	City Services/Sustainable Monash
Reports To:	Supervisor Asset Cleansing or Recycling and Waste Centre Team Leader
Date Approved:	April 2026

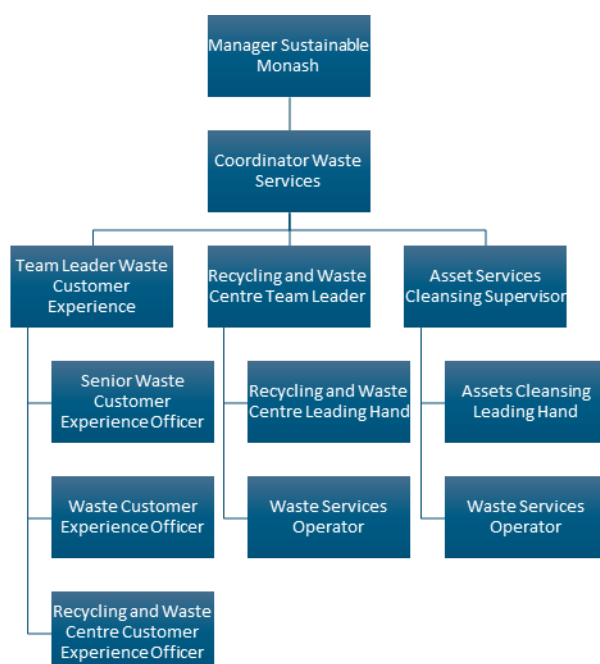
Position Objectives:

The position objective is to deliver outstanding waste services for the Monash community, whilst promoting principles of waste reduction, resource recovery and promotion of a circular economy.

The Waste Services Operator reports to either the Supervisor Asset Cleansing or Recycling and Waste Centre Team Leader. The Waste Services Operator is responsible for delivering a variety of operational waste services in a safe manner, whilst providing excellent customer service to the Monash community.

Waste services include operating tasks within the Recycling and Waste Centre such as forklift operation, front-end loader operation, material handler operation, hook bin transport, general duties and dumped rubbish collection. Operating tasks within Assets Cleansing include litter bin clearance, street sweeping, litter control and precinct cleansing.

Team Structure:



Key Responsibility Areas:

- Safely provide a range of operational tasks such as forklift operation, front-end loader, material handler, hook bin transport, polystyrene processing, litter control, plant / routine maintenance, dumped rubbish collection, and customer experience (Recycling and Waste Centre)
- Safely provide a range of operational tasks such as litter bin clearance, street sweeping, footpath sweeping, litter control, precinct cleansing and customer experience (Asset Cleansing)
- Actively participate in team meetings and complete all mandatory compliance training
- Demonstrate Monash Values of respect, teamwork and accountability
- Report hazards, near misses and incidents to contribute to a safe workplace
- Willingness to be flexible and develop operational skills to operate plant/machinery
- Willingness to work outside normal spread of hours of 6.00am and 6.00pm
- Provide outstanding customer service skills to the Monash community
- Undertake other duties as required by the People Leader to fulfill operational needs

Accountability and Extent of Authority:

- This role acts under the general direction of either the **Recycling** and Waste Centre Team Leader and Recycling and Waste Centre Leading Hand, or the Supervisor Asset Cleansing and Asset Cleansing Leading Hand

Judgement and Decision Making:

- Make day to day decisions to safely operate machinery and assist in routine plant maintenance
- Identify workplace hazards and report hazards, near misses and incidents

Specialist Knowledge and Skills:

- Competency to safely operate machinery including Medium Rigid vehicles, Heavy Rigid vehicles, front-end loader, forklift, material handler in Recycling and Waste Centre
- Competency to safely operate machinery including Medium Rigid vehicles, Heavy Rigid vehicles, street sweeper, footpath sweeper and high-pressure washer in Asset Cleansing
- Well developed knowledge of Council's Occupational Health and Safety policies and procedures
- Knowledge of relevant legislation and regulations
- Developed customer service skills

Management Skills:

- Ability to manage and work efficiently with Waste Services' resources and equipment

Interpersonal Skills:

- Develop ongoing working relationships that demonstrate teamwork, respect and accountability
- Well-developed customer service skills, with the ability to manage difficult customer interactions



Qualifications and Experience:

- Waste and/or cleansing operations or operational experience
- Excellent customer service skills
- Hold a Medium Rigid (MR) Licence (preferred but not mandatory requirement in Asset Cleansing team)
- Hold a high-risk work licence (LF Class – forklift – preferred but not mandatory requirement in Recycling and Waste Centre)
- Other plant licences (front-end loader ticket, excavator ticket and Heavy Rigid (HR) Licence - advantageous and highly desirable in Recycling and Waste Centre)

Key Selection Criteria:

- Hold a Medium Rigid (MR) Licence (preferred but not mandatory requirement in Asset Cleansing team)
- Hold a high-risk work licence (LF Class – forklift – preferred but not mandatory requirement in Recycling and Waste Centre)
- Other plant licences (front-end loader ticket, excavator ticket and Heavy Rigid (HR) Licence - advantageous in Recycling and Waste Centre)
- Experience in waste or cleansing industry or related field (advantageous)
- Commitment to flexible rostered times
- Commitment to Monash Values of respect, teamwork and accountability
- Commitment to deliver exceptional customer service