

ROLE DESCRIPTION

Casual RRC Operations



Directorate	Communities & Place	Position Number	300838, 300839
	Waste and Resource Management		Casual
Branch		Position Status	
Section	RRC Operations	Position Grade	B
Reports to	Team Leader Waste Operations	Band/Level	Ops Band 1 Level 3
	0		Local Government (State)
Direct reports		Award	Award
Indirect reports	0		
Date Authorised	24/06/2026	Budget	\$Nil

PRIMARY PURPOSE OF THE ROLE

Casual RRC Operations position contributes to the day-to-day operations of the Resource Recovery Centre, provides operational support to the retail outlet and weighbridge by assisting customers with the safe and efficient disposal of waste and recyclable materials. Including customer service, processing transactions, directing site traffic, and maintaining accurate records. In addition, the role participates in general site maintenance to ensure the facility is presented in a safe, clean, and operational condition for staff and customers.

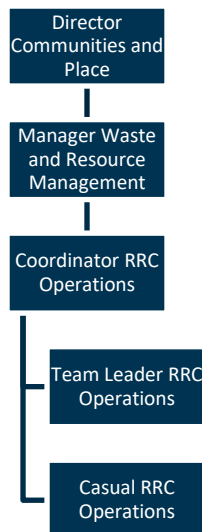
KEY ACCOUNTABILITIES

1. Provide good customer service to internal and external customers associated with the waste and recycling functions at the Resource Recovery Centre.
2. Use of Councils weighbridge system to record all customer transactions including administration of chain of responsibility for heavy vehicles.
3. Assist in the diversion of waste to landfill through sorting and removing contamination into clean recyclable waste streams.
4. Undertake receipt, sorting, displaying and pricing of items in line with the Upcycle centre guidelines.
5. Proactive approach to promote a happy, harmonious, clean, and tidy workplace environment.
6. Undertake manual labour tasks including site maintenance and manual sorting materials in waste streams.
7. Follow Safe operating procedures, and directions.

KEY CHALLENGES

1. Delivery quality customer services in trying climatic conditions
2. Advise resistant community members in correct waste disposal processes
3. Adapt to changing processes, waste streams and environment

DIRECTORATE STRUCTURE



KEY RELATIONSHIPS

Internal

Who Maximum of 200 characters per line	Why Maximum of 200 characters per line
Coordinator RRC Operations	Follow general direction as to the site priorities in providing a good customer service for waste separation and recycling.
Team leader Waste Operations	Follow general direction as to the site priorities in providing a good customer service for waste separation and recycling.
Team Leader Waste Services	Customer service sales and collection and placement of recycled stock materials into retail outlet.
Weighbridge Operators	Effective communication internal and external with accurate data entry.

External

Who Maximum of 200 characters per line	Why Maximum of 3 points for each and a maximum of 200 characters. Briefly describe why it is a key relationship.
Customers	Provide accurate information to residents / commercial customers in a timely manner and direction to appropriate drop of areas at the RRC site
Suppliers	Provide accurate information to suppliers/ contractors in a timely manner for the loading/ unloading of waste streams and materials
Weighbridge software provider	

ESSENTIAL CRITERIA

1. Knowledge and demonstrated experience in manual labouring roles across a variety of projects in construction, maintenance and/or retail stock management
2. Ability to work in a multi skilled team-based environment
3. Ability to deal with customers on a daily basis, to deliver a service through effective communication
4. Experience and or knowledge of waste streams, recyclable materials and types of contamination.
5. Experience with retail /customer service environment
6. Demonstrated experience in weighbridge applications and or sound knowledge of software data application and/ or point of sale software

ESSENTIAL REQUIREMENTS

- Ability to work in multi skilled roles
- Being able to demonstrate the physical requirements of the role as detailed in the position description.
- Participate in random drug and alcohol testing.
- Participate and follow instructions.

DESIRABLE REQUIREMENTS

- Current NSW Drivers' License (Class MR).
- Forklift License

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 (Do not add or delete items from this list)	Frequency Select from the drop down menu
Sitting - remaining in a seated position to perform tasks	Occasional
Standing - remaining standing without moving about to perform tasks	Constant
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
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	Constant
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
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	Frequent
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	Occasional
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	Occasional
Aggressive & Uncooperative People - e.g. irate customers	Occasional

Exposure to Distressing Situations - e.g. Child abuse, removing deceased animals	Occasional
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	Frequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Occasional
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Occasional
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 FOR THE ROLE

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.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	(Intermediate)	Express own views, persevere through challenges, and be flexible and willing to change
Results Plan and prioritise	(Foundational)	Plan and organise work in line with organisational goals, and adjust to changing priorities
Resources Technology and Information	(Intermediate)	Use technology and information to maximise efficiency and effectiveness
Results Deliver Results	(Foundational)	- Sets high standards and challenging goals for self and others - Delegates responsibility appropriately and provides support - Defines what success looks like in measurable terms - Uses own professional knowledge and the expertise of others to drive results - Implements and oversees quality assurance practices

Template created by	Name	Date

FORM SUBMISSION
People and Capability

People and Capability Office Use only

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.
