ROLE DESCRIPTION

Weighbridge Operator

Directorate	**Communities & Place**	Position Number	**300557, 300564, 300569**
Branch	**Waste & Environmental Sustainability**	Position Status	**Full time**
Section	**Waste Services**	Position Grade	**D**
Reports to	**Team Leader Waste Services Operations**	Band/Level	**Band 1 Level 4**
Direct reports	**Nil**	Award	**Local Government (State) Award**
Indirect reports	**Nil**		
Date Authorised	**29/09/2025**	Budget	**$Nil**

PRIMARY PURPOSE OF THE ROLE

This position is responsible for the smooth operation of the weighbridge located within the Resource Recovery Centre (RRC). Responsibilities and daily duties include the use of computer software, daily cash handling and end of day balancing and providing advice to customers and phone enquiries, when required.
This position is also required to assist with outdoor operational tasks identified by the Team Leader or Coordinator.

KEY ACCOUNTABILITIES

1. Provide good customer service to internal and external customers associated with the daily functions and operations of the Resource Recovery Centre.
2. Provide accurate information to residents / commercial customers in a timely manner and direction to appropriate drop-off areas at the RRC site, including actively encouraging a philosophy of resource preservation, re-use and recycling amongst staff and public contacts in accordance with best practice standards.
3. Use of Councils weighbridge system for the purposes of all weighbridge transactions including attending to business request using the weighbridge operational procedures, including timely cash handling, cash floating and banking of all cash onsite for the day
4. Collaboratively work alongside fellow staff members and management to deliver organisational tasks and goals within set time frames. As well as actively communicate to outdoor operational staff to maintain smooth operations of the RRC.
5. Monitor and administration of chain of responsibility for heavy vehicles, particularly in relation to Heavy Vehicle National Law requirements.

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

KEY CHALLENGES

1. Ability to think clearly in order to effectively manage the weighbridge operations in an unplanned/ crisis situation
2. Advise resistant customers in correct waste disposal processes
3. Adapt to a changing environment and amend the weighbridge operations to cater for different products, suppliers and waste processing

DIRECTORATE STRUCTURE



KEY RELATIONSHIPS

Internal

Who	Why
Waste Services Coordinator/ Waste Services Team leader	Provide advice on the data governance and administration of the weighbridge system. Provide detailed reports that support business requirements.
RRC Staff	Effective communication as to changing customer/ waste requirements

External

Who	Why
Weighbridge Software provider	Will need to liaise with supplier to resolve issues
Finance	Liaise with Finance on cash management procedures, reports and daily cash reconciliations
Customers	Provide accurate information to residents / commercial customers in a timely manner and direction to appropriate drop of areas at the RRC site

ESSENTIAL CRITERIA

1. Demonstrated experience in weighbridge operations
2. Excellent interpersonal and communication skills, both written and oral, and the ability to communicate with a diverse range of customers and employees, including the delivery of training
3. Demonstrated sound cash handling, banking skills and retail experience
4. Practical experience in dealing with challenging situations, including difficult customers
5. Well-developed and demonstrated computer skills and literacy, including demonstrated data entry administrative in an accurate and timely manner

ESSENTIAL REQUIREMENTS

- Unrestricted driver's license
- Police Check
- 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

Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Adequately familiarise and actively fulfil all WHS responsibilities as indicated in Council's WHS Roles and Responsibilities Matrix.

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		Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes		Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks		Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks		Occasional
Kneeling - remaining in a kneeling posture to perform tasks		Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks		Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery		Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps		Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg		Frequent
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		Infrequent
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	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	Occasional
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
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.

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Demonstrate Accountability	(Intermediate)	• Follows through reliably and openly takes responsibility for own actions • Understands delegations and acts within authority level • Is vigilant about the use of safe work practices by self and others • Is alert to risks in the workplace and raises them to the appropriate level
Relationships Community and Customer Focused	(Intermediate)	• Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results Deliver Results	(Foundational)	• 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
People and Capability

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Audited, graded and approved by HRBP	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.