POSITION DESCRIPTION

Position:	**WASTE ADMINISTRATION & CUSTOMER SERVICE OFFICER**
Employment Status:	Full Time, Fixed Term
Position number:	1334
Directorate:	Infrastructure and Development
Unit:	Operations
Classification:	Band 4
Date adopted/reviewed:	6/10/2026
Document number:	DOC/26/45524

THE UNIT

The Operations Unit incorporates the Waste and Recycling, Works and Climate Change teams. The Unit focuses on ensuring the sustainability and longevity of waste management and related services, and the construction and ongoing maintenance of roads, bridges, drainage and infrastructure.

The Waste and Recycling team ensures that the Mount Alexander community has appropriate, effective and efficient waste management services.

POSITION OBJECTIVES

The role is responsible for supporting the Waste and Recycling team to successfully rollout the new kerbside service changes by 1 July 2027 to meet State Governments legislative requirements.

This includes introducing Food Organics and Garden Organics (FOGO) service collected weekly, changing the general waste service from weekly to fortnightly and introducing glass drop off across the municipality.

The role will:

- Support the Waste and Recycling team to respond to customers kerbside waste and recycling services related requests via a range of channels including phone, electronic and face-to-face
- Have a good understanding of kerbside service changes and terms and conditions outlined in Council's service guidelines.
- Provide high-quality customer service, including communicating with customers in a clear, professional and empathic manner.
- Assist people of culturally and linguistically diverse backgrounds to navigate Council systems and processes

The term 'customer' refers to all users of Mount Alexander Shire Council residential waste and recycling services.

KEY RESPONSIBILITIES AND DUTIES

- Provision of high-quality waste administration and customer service to Mount Alexander Shire Council customers.
- Attend to phone and in person enquires in a friendly, knowledgeable and efficient response to requests, enquiries and complaints by customers about the incoming FOGO kerbside recycling services, FOGO opt-out service, fortnightly garbage and general waste enquiries.
- Data entering and working with Council and contractor systems and processing to manage and process requests.
- Effective referral of customers to, and liaison with, other staff where necessary.
- Constructively participate in all team meetings and individual coaching sessions displaying commitment to continuously improving team environment and level of customer service provided.

OCCUPATIONAL HEALTH AND SAFETY

An employee, while at work, shall:

- be responsible for compliance with OH&S regulations relevant to the tasks performed.
- provide a safe working environment for the community and private property whilst engaged in work practices.
- take care of their own health and safety and the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.
- adhere to and assist in the continuous improvement of Council's occupational health and safety, and risk systems.
- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure.
- adhere to and assist in the continuous improvement of Council's risk management system.

All employees may be required to contribute to emergency management planning and activities as they arise and in an emergency you may be directed by your manager to participate in duties not normally assigned to you.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Waste Management Coordinator
Supervises:	Nil
Internal liaisons:	Waste and Recycling, Customer Service and Engagement teams
External liaisons:	Members of the public, Community groups/organisations

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the provision of accurate information on current issues, practices and procedures relevant to Council's operations.
- Accountable for effectively and efficiently managing requests, complaints and general information and advice.
- A demonstrated ability to accurately assess, filter and relay relevant information between the customer and Council.

OFFICIAL: Sensitive

JUDGEMENT AND DECISION MAKING

- The work has scope for the exercise of discretion in the application of established kerbside service standards and procedures.
- Observe system failures, identify opportunities to expand or improve Customer Services and monitor the effectiveness and ongoing viability of current services, and provide feedback to the Customer Service Coordinator.
- Demonstrated problem solving and decision making skills to be able to accurately determine the appropriate action to meet the customer's needs.
- Guidance and advice are always available within the time available to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

Knowledge and/or experience of waste and recycling collections and service issues.

- An understanding of Council's operations, statutory responsibilities and the overall structure of the organisation.
- Experience and proficiency with Microsoft Office, particularly Word and Excel, and the ability to learn and use other systems for administration tasks including records management and customer requests as required to perform the role.
- The ability to operate in a professional, consistent manner with particular attention to detail.
- Knowledge of and commitment to the provision of high-quality customer service.
- Experience working with people of culturally and linguistically diverse backgrounds.

MANAGEMENT SKILLS

- Ability to plan and organise own work and manage time so that organisational resources are optimised and objectives are achieved.

INTERPERSONAL SKILLS

- A demonstrated ability to work under pressure, including ability to prioritise work, meet deadlines and remain calm and customer focused.
- Abililty to gain cooperation and assistance from other employees and members of the public in the administration of well-defined activities.
- Skills in preparation of routine correspondence and reports.

QUALIFICATIONS AND EXPERIENCE

- Experience with telephone etiquette, word processing and office procedures.
- Experience in a busy and diverse customer service environment and in an administration role.
- Experience working in the waste and recycling sector would be an advantage.
- Experience working in a fast paced environment would be an advantage.

CHILD SAFETY

Mount Alexander Shire Council is a committed Child Safe organisation and has zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. ALL Council staff must ensure that their behaviours and actions are consistent with these standards.

OFFICIAL: Sensitive

DIVERSITY, EQUITY AND INCLUSION

Mount Alexander Shire Council is committed to diversity, equity and inclusion. Council welcomes applications from people from different backgrounds, people of culturally and linguistically diverse backgrounds, those living with disabilities, members of the LGBTIQA+ community and people of Aboriginal and Torres Strait Island descent.

INFORMATION SECURITY

Council ensures the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction in order to provide confidentiality, integrity and availability.

All Council staff review and sign the Acceptable Use Policy and complete mandatory information security training upon commencement and undertake further training relevant to their role.

INTELLECTUAL PROPERTY

Council employees must not disclose any confidential information belonging to Council or otherwise coming into their possession during the course of their employment, except as expressly permitted under any of the organisation's policies or as required by law.

All intellectual property (including patents, copyrights, trademarks, inventions, designs or other intellectual property) created and/or developed by a Council employee whilst at work or while using Council's equipment is the exclusive property of Council.

ADDITIONAL INFORMATION

- As part of Council's recruitment and selection process and related policies, a satisfactory police check will be required for this position. Some positions may also be subject to a pre-employment medical check and/or require a Working with Children check.
- You may be provided with or use equipment that contains electronic monitoring devices.
- All employees are required to actively partake in the annual performance development review. Position descriptions are reviewed as part of this process.
- As public officers under the Public Records Act 1973, all staff have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

KEY SELECTION CRITERIA

- Demonstrated knowledge of the principles and practice of customer service.
- Ability to communicate effectively within a team environment and with customers and display a high level of written and verbal communication skills.
- Ability to meet defined deadlines using effective time management and organisational skills.
- Experience in the use of a variety of software packages including customer service request systems.
- Demonstrated ability to acquire an in-depth knowledge of the Shire's income kerbside service changes.

OFFICIAL: Sensitive

AGREEMENT AND ACCEPTANCE

Signed on behalf of Mount Alexander Shire Council:

Manager Operations:	
Date:	

I understand, agree to and accept the role as outlined in accordance with this position description:

Employee Name:	
Signature:	
Date:	

Position descriptions are varied from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources team to ensure the version you are using is up to date.

OFFICIAL: Sensitive