

POSITION DESCRIPTION

Position: **TRANSFER STATION OPERATOR**

Employment Status: Part Time

Position number: 1269

Directorate: Infrastructure and Development

Unit: Operations

Classification: Band 3 (Special Engagement)

Date adopted/reviewed: 24/10/2025

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THE UNIT

The Operations Unit incorporates the Waste, 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 Team ensures that the Mount Alexander community has appropriate, effective and efficient waste management services, including appropriate facilities within which to handle waste. The team is responsible for kerbside collection and bulk hauling contracts, management of closed landfills (and associated capital works), management and operation of transfer stations and associated contracts, development of waste infrastructure (as applicable), and programs and initiatives related to maximising resource recovery and improving the delivery of waste management services.

POSITION OBJECTIVES

- Execute operational works and maintenance programs to the highest possible standard and in accordance with best industry practice and EPA licensing to ensure Transfer Stations operations are completed in a safe and acceptable standard.
- To provide professional, friendly and effective Customer Service to internal and external customers and stakeholders in a timely manner.
- To provide the Council and residents with a service that has positive environmental outcomes by maximising resource recovery and diversion from landfill.

KEY RESPONSIBILITIES AND DUTIES

General Operations

- Ensure operational maintenance programs are being conducted to the highest possible standard and in accordance with best industry practice to ensure Transfer Station operations are completed in a safe and acceptable standard.
- Conduct daily opening and closing procedures, ensuring the sites are open for business during operational hours.
- Control access and traffic to the sites, providing direction to site users.

- Ensure all incoming and outgoing loads are thoroughly inspected, waste type accurately classified, any prohibited materials rejected, transaction accurately processed, and transaction dockets issued to customers.
- Collect the correct payment from customers, ensuring that the correct change, receipt and/or tax invoice is provided to the customer at all times.
- Ensure all payment transactions are correctly and accurately collected, processed, reconciled and banked, providing an acceptable explanation to Council where there's a discrepancy.
- Maintain records of all transactions issued at the Gatehouse, ensuring they're accessible by Council at all times and complete a daily reconciliation of all transactions.
- Complete and submit reports as requested by Council. This includes but is not limited to; daily and monthly weighbridge transaction reports, supplies stocktake and safety inspection checklists.
- Undertake basic routine monitoring and maintenance of the site's closed landfill cells e.g. daily and weekly data collection.

Customer Service

- Promote a positive image of Council to customers by maintaining a friendly and professional atmosphere at all times, making every interaction positive.
- Actively educate and advise customers on waste management related issues such as separation, re-use and recycling of materials (e.g. organic material, glass bottles and jars, rigid plastics, cardboard, e-waste, steel etc.)
- Effectively resolve customer queries and complaints by providing consistent, accurate and timely advice.
- Minimise queuing at the site by ensuring that vehicles are processed as quickly as possible without compromising customer service.

Plant and Machinery Operation

- Responsible for the safe, efficient and effective operation of mechanical plant.
- In consultation with the Supervisor, provide some guidance and direction to other staff / plant operators.
- Complete allocated tasks consistently within agreed time frames.
- Be aware and adhere safe work practices to ensure all risks are minimised.
- Responsible for ensuring that all works meet the specified or appropriate standards and the worksite is maintained in and left in a safe condition.
- Maintain equipment in a clean, safe and serviceable condition with recommended operating practice.
- Carry out minor servicing and running repairs as required and report major servicing requirements to the Transfer Station Supervisor for scheduling within the manufactures specifications and in strict accordance with Council policies and procedures.
- Ensure daily vehicle safety checks are undertaken and documented and defects reported.
- Undertake any duty legally directed by the Supervisor or their representative from time to time.

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.

- Ensure all vehicles and materials arriving at the sites are received, transported and disposed in accordance with relevant legislation and Council policies and procedures.

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 Supervisor – Transfer Stations
Supervises:	Nil
Internal liaisons:	All other Council units
External liaisons:	Kerbside collection and Bulk Haul Contractor, waste and recycling transport and processing contractors, EPA, other State and other local governments, community members.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Ability to perform work under general supervision and exercise discretion within standard practices and processes.
- Ability to provide explanations to the public and other employees
- Accountable for the quality, quantity and timeliness of one's own work in so far as available resources permit, and for the care of assets entrusted to them.
- May be required to supervise and coordinate others in similar or related work.
- May be accountable for ensuring that all employees under one's direction are trained in safe working practices and in the safe operation of equipment and made aware of all occupational, health and safety policies and procedures.

JUDGEMENT AND DECISION MAKING

- Classification of waste and applying the appropriate charge set by the Council. There is no discretion to change charges set by Council.
- Extent of decision making is subject to the level of delegation from the Transfer Station Supervisor.
- Exercise personal judgement in making day to day decisions regarding works under one's direct control within developed standards, guidelines and acceptable work practices.

SPECIALIST SKILLS AND KNOWLEDGE

- Capable of working individually and in a team under routine supervision, but without constant supervision.
- Basic computer skills – training will be provided for site specific software.
- Proficient in the operation of more complex equipment or knowledge of the use of plant which requires the exercise of judgement or adaption.
- Safe and competent operation of transfer station plant and equipment – front end loader, excavator, and forklift
- Understanding of Resource Recovery and Transfer Station operations and the identification of and recovery of recyclable and recoverable materials from the incoming waste stream.
- Ability to estimate volumes of refuse to calculate the fee to charge customers for material disposal.

MANAGEMENT SKILLS

- Ability to provide employees under one's supervision by assisting other employees in their tasks where required and on-the-job training and guidance when needed.
- Basic knowledge of personnel policies and practices applicable to the work performed and supervised employees.

INTERPERSONAL SKILLS

- Ability to demonstrate and display the organisations values and behaviours.
- Ability to provide excellent customer service.
- Ability and commitment to maintain confidentiality at all times.
- Sound written and verbal communication skills with clients, other employees and members of the public.

QUALIFICATIONS AND EXPERIENCE

- Trade Certificate or equivalent and/or knowledge and skills applicable to Resource Recovery and Education or Landfill/Transfer Station operations and associated works.
- A current driver's licence and a Heavy Rigid (HR) endorsement is required.
- Construction Induction Card, formerly known as Red Card is essential.
- A current worksite traffic management and traffic controller's certificate will be highly regarded.
- First Aid (Level 2) will be highly regarded.

ADDITIONAL INFORMATION

- The position requires the staff member to obtain and maintain a current Police Check
- Employment in the position is dependent on successful completion of a Pre-Employment Medical Check which includes hearing tests, fitness for work and functional capacity assessments.
- Flexibility in working hours is required including early starts, weekends and public holidays.
- Additional working hours will be expected to be worked, from time to time, to replace an absent staff member, for seasonal work or other unplanned operational reason
- 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 and understanding of transfer station operations.
- Ability to operate as an effective team member with some skills and experience in supervision of employees and contractors as well as the ability to work in with other units.
- Sound communication skills and the ability to relate to all levels of staff, contractors, customers and members of the public.
- Experience in the operation of plant and machinery and some knowledge of routine maintenance and minor repairs.
- Ability to plan, prioritise one's own work to complete work duties while maximising productivity.
- Demonstrated ability to effectively maintain a safe and efficient worksite, including an understanding of the Occupational Health & Safety (OH&S) principles and practices.