



Weighbridge Operator - Casual

Salary from : \$40.74 per hour plus 25% casual loading and superannuation
(Salary will be assessed based on skills, experience and qualifications)



The opportunity

As a Casual Weighbridge Customer Service Officer, you'll be one of the first people customers meet when visiting Council's waste facilities. You'll play an important role in delivering a positive customer experience, supporting the safe and efficient operation of the facility, and helping the community access Council's waste and resource recovery services.

This role is ideal for someone who enjoys interacting with people, solving problems and balancing customer service with administration. Working closely with residents, businesses, contractors, visitors and operational staff, you'll provide accurate information, process transactions, operate weighbridge systems and assist customers with waste disposal requirements.

With approximately 300 customers moving through the weighbridge each day. Your day will include welcoming customers, responding to enquiries, processing payments and associated banking activities, maintaining accurate records, and providing advice on acceptable waste types, site procedures and Council's waste services. You'll also use Microsoft Office, point of sale systems and other technology to support daily operations while contributing to a safe and positive workplace.

The role is primarily weekday based, providing support during the facility's busiest operational periods. There may also be opportunities to work occasional weekend shifts as operational requirements arise, so flexibility across the roster is highly valued.

This is a great opportunity to join a supportive team, build your experience in customer service and administration, and contribute to a service that has a direct impact on the community and environment.

About you

You enjoy working with people and delivering great customer service. You're a confident communicator who can build positive relationships, solve problems and provide a welcoming experience for customers. You're comfortable using technology, managing administrative tasks and working both independently and as part of a team.

You will bring:

- Strong face-to-face customer service and conflict resolution skills working in a high-volume customer environment.
- Ability to learn new systems and work autonomously.
- Payment Processing and reconciliation experience.
- Commitment to safety, leading the way in workplace health and safety procedures.
- Class C Driver Licence.
- SafeWork NSW General Construction Induction Card (White Card) or willingness to obtain within 3 months.
- Physical capability to perform site duties.
- A commitment to safe work practices and Council's values of Respect, Integrity, OneTeam, Sustainability and Courage.
- Availability to work weekdays from 7:00am -5:00pm, with flexibility to work occasional weekend shifts as operationally required.

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection criteria as outlined overleaf.

Contact the Hiring Manager Tony Curto , Business Systems Support Officer, on (02) 4227 7198 for questions related to the job.

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Monday 28 September 2026

Please note interviews are anticipated to be held the week beginning 13 October 2026.

Selection Criteria

Wollongong City Council uses a merit-based recruitment process. To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage.

The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation.

1. Describe any previous experience you have providing face-to-face customer service and engaging with a diverse range of people. How does that experience make you a good fit for the position.
2. Tell us about your experience resolving problems and managing conflict in a customer-facing environment.
3. Describe your experience using technology and software, including Microsoft Office and point of sale systems, and explain how you maintain accuracy, follow procedures and adapt to learning new systems.
4. Outline your weekday availability between the hours 7.00am-5.00pm

Why you'll love working here

Great working conditions: Great employment conditions under our enterprise agreement.

Career growth and recognition: We're committed to supporting your personal and professional development. Our initiatives include a reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

Values-driven culture: We value Integrity, Respect, Sustainability, One Team, and Courage.

Health, safety, and wellbeing: We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks and discounted gym memberships*.

A vibrant social culture: Join our Social Club for monthly activities, an annual trivia night, and fantastic Christmas events!

Participate and engage in meaningful work, and contribute to our extraordinary community, where together we make a difference.



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



Veterans
Employment
Program



Committed
to Career
Inclusivity



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period. We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

