

Position:	Gatehouse and Transfer Station Attendant
Agreement:	Surf Coast Shire Council Enterprise Agreement 2025 – 2028
Award Classification:	Band 3
Division:	Placemaking and Environment
Department:	Environment and Sustainability
Team:	Waste
Date Reviewed:	February 2025
Approved By:	General Manager – Placemaking and Environment
Current Incumbent:	VACANT

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

We set clear expectations
We are accountable for our actions
We get things done

We See Opportunity

We look for better ways
We are open minded
We learn from our experiences

We Work Together

We value strengths and differences
We seek to work with others
We help people to succeed

We Make a Difference

We proudly represent Surf Coast Shire Council
We act with the future in mind
We go the extra mile

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

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Introduction of the work of the team

The Surf Coast Shire waste management team are acknowledged as being amongst the leaders in the field within Victoria. The waste team manage:

- Kerbside waste collections utilising a 4-bin system as well as public litter bins;
- Waste disposal operations consisting of a licensed landfill, three public resource recovery centres, a waste drop off facility and a resale shed;
- Waste education and reduction; and
- Litter prevention and enforcement activities.

POSITION OBJECTIVES

To assist with Transfer Station (Winchelsea & Lorne) and Gatehouse (Anglesea) operations through the coordination of the day-to-day activities associated with:

- Public vehicle movements
- Correct load separation and disposal
- Customer service
- Collection of fees
- Entering transaction details

ORGANISATIONAL RELATIONSHIPS

Reports to: Waste Disposal Operations Team Leader

Supervises: Nil

Internal Relationships: Anglesea Community House staff, Community House Resale Shed Committee, community group volunteers and other Council staff.

External Relationships: Transfer Station/Landfill Contractors, Bulk Haulage contractors, Service Authorities and General Public

KEY RESPONSIBILITIES

- Inspect incoming loads for correct separation and assess recyclables for contamination.
- Compliance with EPA permission for each site.
- Assess loads, determine the appropriate fees and accurately record transaction in iWeigh for each customer.
- Contact contractors for the changeover of transfer bins as required.
- Liaise with on-site landfill and transfer station contractor regarding bin change overs, customers, mulch requests, daily operations and removal of recyclable streams such as mattresses, tyres etc.
- Compacting site transfer bins with backhoe to maximise usage where appropriate (Licensed operators only).
- Direct traffic and customers on site as required.
- Respond to customer queries.
- Secure necessary items in on-site safe (ALF only).
- Ensure that timesheets, forms and other paperwork, necessary for the efficient running of the Unit, are completed accurately and on time.
- Perform other duties and responsibilities reasonably within the capabilities of the position.
- Assist with operations at other council waste disposal sites as required.
- Attend meetings periodically as required.

OUR APPROACH

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ACCOUNTABILITY & EXTENT OF AUTHORITY

- Working under general supervision.
- May involve giving explanations to the public or other employees.
- Meeting agreed levels of productivity and quality.
- Applying specific guidelines and adhering to established practices and procedures, with flexibility and discretion based on past experiences.

JUDGEMENT AND DECISION MAKING

- Understanding of procedures associated with the position.
- Required to make personal judgement at times.

Exercise appropriate judgement relevant to the position responsibilities, including:

- Determination of fees per load.
- Minimising contamination
- Directing traffic
- Responding to queries

SPECIALIST SKILLS AND KNOWLEDGE

- Appreciation of contractor and employee roles within the context of landfill and transfer station operations.
- Appreciation of aims and objectives of the position within the context of the landfill and transfer station sites.
- Knowledge of Transfer Site operations to a level that enables a competent response to basic customer queries.
- Ability to operate Backhoe/Front End Loader competently and safely if licensed.
- Basic computer literacy.

INTERPERSONAL SKILLS

- Verbal communication skills in dealing with customers to be able to relate in a courteous and competent manner.
- Able to cooperate with contractors and other employees to achieve outcomes within defined resource and time constraints.
- Adequate problem-solving abilities to solve minor problems.
- Basic writing and math skills.

KEY SELECTION CRITERIA

Qualifications and Experience

- Experience within the waste management industry.
- Experience in Local Government
- Demonstrated experience in the ability to effectively communicate with a wide range of people.
- Experience in customer service and computer software operations.
- Established knowledge of waste management operations.
- Experience in waste management/resource recovery operations.
- Front End Loader and Backhoe Certificates of Competency **(Desirable)**
- Forklift License **(Desirable)**
- First Aid & CPR Certificate. **(Desirable)**

Other requirements

- Current Victorian driver's licence.
- You have the Right to live and work in Australia.
- A current Working with Children Check (WWCC). All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

ORGANISATIONAL RESPONSIBILITIES

Child Safe Standards	Surf Coast Shire Council is committed to being a Child Safe Organisation where children and young people are protected, respected, and encouraged to reach their full potential. The Victorian Child Safe Standards are embedded across the organisation, our policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Staff are expected to have and maintain a commitment to child safety, equity, inclusion and cultural safety.
Equal Opportunity	Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
Fraud and Corruption	To ensure Council's Fraud & Corruption policy and program are consistently observed and complied with, it is essential to apply sound fraud and corruption management practices within the workplace and community. Maintaining awareness through relevant training is crucial for all staff to meet their obligations and responsibilities related to fraud and corruption. Participation in the organisation's Fraud & Corruption training is a requirement to uphold these standards.
Record Keeping	Staff are required by legislation and internal policies to create full and accurate records that document official business activities of council.
Right to disconnect	In accordance with the new Australian right to disconnect legislation, this role acknowledges the importance of work-life balance and the employee's right to disconnect from work outside of regular working hours. However, and in addition to any obligations listed above, there may be occasional requirements to be available to take calls after hours or on weekends to address urgent matters or critical issues that arise.
Risk Management and Workplace Health & Safety	Ensure that work practices are conducted in line with Council's Workplace Health and Safety and Risk management policies, practices and relevant legislation. Observe safe work processes in accordance with training and instruction reporting any risks, hazards and incidents in a timely manner using the correct channels of communication.
Business Continuity and Emergency Management	All roles support business continuity and emergency management through participation in planning, training, and response activities relevant to their function.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.