

### Position Title

Waste Transfer Station Operator

### Award Classification

*Dorset Council Enterprise Agreement 2022, or any applicable Agreement that replaces it.*

### Date Reviewed

12 September 2025

### Our Vision

An inclusive, connected, thriving community.

### Our Values

#### Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

#### Creative Thinking

We create a solution-based environment that challenges the status quo and encourages innovation in response to the challenges of a constantly changing environment.

#### Customer Service

We meet our service standards in a professional and responsive manner.

#### Engagement

We communicate openly and encourage the active participation of the community.

#### Respect

We engage in open dialogue, whilst accepting there will be differences of opinion.

#### Financially Responsibility

We deliver services to the community in a sustainable and strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

### Position Objectives

To assist with the efficient and effective operations of Council's Waste Transfer Stations (**WTS**) and be involved with Council's waste management operations.

### Key Responsibilities and Performance Requirements

- Provide exemplary customer service to both external and internal customers;
- Instruct users on proper disposal and placement of refuse, recycling, scrap metal, glass, plastics, cardboard, and green waste at designated areas of the Waste Transfer Station (WTS);
- Educate customers on appropriate disposal practices and prohibited waste at the WTS;
- Direct users on correct disposal procedures for waste oil and notify the supervisor when tanks approach capacity;
- Ensure asbestos is received in accordance with Council policy and safety regulations;
- Collect WTS fees in accordance with the annually approved Council Fees and Charges Schedule;
- Demonstrate accuracy in handling day-to-day cash and EFTPOS transactions;
- Inspect each load at the gate to ensure compliance with site requirements;
- Operate small plant and machinery at the WTS as required;
- Regularly clean up litter around the WTS, including access roads and perimeter drains, on a weekly basis or as directed;
- Maintain up-to-date and legible signage across the site;
- Adhere to all relevant Safe Work Method Statements (SWMS), Operation Manuals, Standard Operating Procedures (SOPs), and licence conditions;
- Provide feedback to the Waste Management Coordinator regarding operations and suggest improvements;
- Adopt changes in operational practices to meet team objectives and enhance efficiencies; *and*
- Participate in training and development sessions as required.

### Other

- Perform duties in a manner which is without an unacceptable level of risk to your own health and safety, other employees, customers or the community in general;
- Demonstrate a proactive approach to professional development by seeking and engaging in opportunities to build role relevant skills and knowledge;
- Proactively contribute to induction processes, including your own, to ensure that newcomers receive effective support and guidance, facilitating their learning and integration into the team;
- Comply with any direction or education provided by Council to safeguard the safety and well-being of vulnerable individuals, including children and young people;
- Maintaining a working knowledge of legislative requirements and Council's policies and procedures that relate to the role;
- Comply with and promote compliance with Council's policies and procedures and any reasonable and lawful direction given by a leader in relation to the same; *and*

### Key Responsibilities and Performance Requirements

- Other duties as reasonably directed by the Waste Management Coordinator that are within the scope of the role and appropriate to the employee's level of training, experience and skills.

### Organisational Relationships

#### Reports To

- Waste Management Coordinator

#### Internal Liaisons

- Management Team
- Council Employees
- Councilors

#### External Liaisons

- Members of the Public
- Private and professional organisations

### Accountability, Authority, Judgement and Decision Making

- Authority and responsibility to carry out all functions, duties and responsibilities in accordance with Dorset Council's requirements of the Waste Transfer Station Operator.
- Accountable to the Waste Management Coordinator for the performance of duties.

### Skills and Knowledge

#### Essential

- Ability to work autonomously with limited supervision;
- Physical agility and fitness to meet the demands of the role, including operating specified plant and equipment;
- Strong commitment to delivering outstanding customer service;
- Well-developed communication skills, both verbal and written;
- Ability to use initiative and adapt to changing work requirements; and
- Flexibility in working hours, including availability for early, late, and peak periods, as well as to cover for absences.

#### Desirable

- Experience working in a Waste Transfer Station environment or in waste management operations;
- Proficiency in operating left-hand-drive vehicles and other plant/machinery, and
- Experience with waste management software specifically 3Logix.

### Qualifications and Licences

#### Essential (or the ability to quickly acquire)

- Unrestricted driver's licence;
- White Card accreditation;

#### Desirable

- Forklift accreditation;
- Unrestricted Medium Rigid, Heavy Rigid, or Heavy Combination licence.

### Personal Attributes

- Positive attitude and high-level customer service skills;
- Sound time management and demonstrated ability to work autonomously;
- Ability to welcome and adapt to change in the workplace.

I, \_\_\_\_\_ (*name*) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_