POSITION DESCRIPTION

Position Title

Waste Transfer Station Operator

Award Classification

Dorset Council Enterprise Agreement 2025, 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;
- Receive donations and process sales in the Second Chance Shop, our onsite reuse store;
- 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 this position description. I agree to perform my role in accordance with its objectives, responsibilities and performance requirements.

Employee Signature: _____ Date: _____