

Employment Information Package

WASTE ADMINISTRATION OFFICER

(Maternity Leave Cover)

Western Metropolitan Regional Council
60 Lemnos Street, Shenton Park, WA 6008
and
2/317 Churchill Ave, Subiaco, WA 6008

Closing date: 12:00pm, Monday 29 January 2024

This employment package has been designed to assist you with your application, particularly in relation to the information you need to include. Please read the information carefully before completing your application.

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1. ADVERTISEMENT

The WMRC is seeking an administrator as a 1-year Maternity Leave cover to form a vital link between the West Metro Recycling Centre and the Administration Office. We are looking for someone with experience in cash handling and working with Microsoft Office tools who also has customer service, communication and team working skills.

The successful applicant will be mostly based at the West Metro Recycling Centre in Shenton Park and will work at our Administration Office on occasions.

To be successful you will need to demonstrate the following:

1. Experience in handling cash and electronic receipts.
2. Well-developed customer service skills and experience.
3. Well-developed ability in word and data processing, including the use of spreadsheets.
4. Good written and verbal communication skills.
5. Strong ability to work independently and as part of a team.
6. Current Motor Vehicle Driver's Licence.

The complete list of essential and desirable selection criteria is included in the Position Description in this application package.

The WMRC is a small but influential Regional Council with five small Member Councils (City of Subiaco, Towns of Claremont, Cottesloe and Mosman Park and Shire of Peppermint Grove). We provide waste management services for our Member Councils and our catchment through the West Metro Recycling Centre in Shenton Park.

As Waste Administration Officer, you will be an important part of both the operational and administrative teams. You will making sure that weighbridge data is recorded correctly, customers are charged the right amounts and supplier invoices are correct. You will be working across both operational and administrative teams and be able to provide excellent customer service.

Applications should include the following:

1. **A Covering Letter which addresses selection criteria:** This should succinctly address each of the essential and desirable selection criteria in the position description included in this Application Package.
2. **A Curriculum Vitae/Resume:** This should provide personal details (e.g. name, address, telephone number) relevant work history, education, training courses attended, qualifications and professional memberships.

A remuneration package is offered as follows:

- cash salary \$67,730-\$74,181 per annum. This is a full-time role (38 hours/week).
- additional 6.0% employer superannuation contribution (dependent on a 5% employee contribution)
- 22 days annual leave (pro rata, leave loading 17.5% applies).

Applications close: 12:00pm, Monday 29 January 2024

Contact: Peter Engel, Manager Operations peter.engel@wmrc.wa.gov.au

Application pack available at: www.wmrc.wa.gov.au



Libby Eustance - Acting Chief Executive Officer

2. ABOUT US

2.1 WMRC

The Western Metropolitan Regional Council (WMRC) is a local government organisation with five Member Councils. The WMRC was established in 1998 to provide waste recycling, transfer, haulage, and education services. The Member Councils are:

- City of Subiaco,
- Towns of Claremont, Cottesloe and Mosman Park,
- Shire of Peppermint Grove.

The WMRC's mission is to *minimise and efficiently manage waste for Perth's central western communities and organisations*. The WMRC operates the West Metro Recycling Centre in Shenton Park which provides waste transfer services as well as a comprehensive range of community recycling services. In addition, the WMRC works closely with a range of Member Council officers across waste, communications, community development and events.

The WMRC's principal functions are:

- Operation of the West Metro Recycling Centre, including waste transfer, waste treatment and recycling services.
- Communication and education services directed at improving waste practices.

The WMRC has approximately 19 FTEs with the majority based at the West Metro Recycling Centre.

2.2 KEY STRATEGIES

Six key strategies guide our activities:

1. Achieving a comprehensive, cost-effective waste management service across the region.
2. Increasing the number of Councils, businesses and people using our services.
3. Divert waste from landfill by making material and energy recovery available.
4. Promote and facilitate waste avoidance and responsible waste management in the community.
5. Maintain a safe, strong and capable organisation.
6. Contribute to the development of effective policy and advocate on our Member Councils' behalf.

Our Strategic Community Plan is available [here](#)

Our Customer Service Charter is available [here](#)

2.3 BENEFITS OF WORKING AT THE WMRC

This role will be mostly based in a recently renovated gatehouse at the West Metro Recycling Centre. Office-based employees work in central Subiaco.

Other benefits include:

Flexible work schedules: we are open to discussing and reviewing work schedules to support your needs while continuing to meet business needs.

Employee wellbeing: we provide a range of employee benefits including flu shots, skin cancer screening etc. We also have free support through an Employee Assistance Program (EAP) which is a confidential, independent counselling service.

Superannuation contributions: in addition to the legislated superannuation contribution, the WMRC will match your own contribution to a maximum of 6% for a 5% extra contribution which is salary packaged.

Uniform: we provide items of uniform for use by employees.

2.4 WMRC ACTIVITIES

West Metro Recycling Centre

WMRC operates the West Metro Recycling Centre located at Brockway Rd, Shenton Park, which accepts waste from Councils, commercial customers, and residents. The facility provides the following services:

- Waste Transfer Station – general municipal waste and food and garden organics (FOGO) waste.
- Bulk Waste – is accepted from Councils, commercial customers and residents.
- Green Waste – is accepted from Councils, commercial customers and residents.
- Community recycling/reuse services – cardboard, metals, polystyrene, mattresses, bicycles and more
- Problematic waste – household hazardous waste, e-waste, batteries, tyres and asbestos.

Communications and Education Program

The communications and education team promote the role of the WMRC and enable the community to minimise and manage waste. The WMRC communication and education programs run in collaboration with Member Council staff, schools, community groups, volunteers and others and include:

- Facility tours, workshops, information sessions, and events.
- Print, online and social media and promotional material.
- A schools program.
- A volunteer program.
- Promotion of and equipment provision for low waste events.
- Provision of community recycling services.

Administration

The small administration team ensures an effective financial management system is in place including that all transactions for WMRC customers, stakeholders and suppliers are correct. The team also works to ensure compliance with statutory and risk management obligations.

3. REMUNERATION PACKAGE

A remuneration package is offered as follows:

- cash salary \$67,730-\$74,181
- additional 6.0% employer contribution which is dependent on a 5% employee contribution.
- 22 days annual leave (pro rata, leave loading 17.5% applies).

4. LODGING YOUR APPLICATION

Applications should include the following:

- **A Covering Letter including selection criteria responses:** This should succinctly address each of the essential and desirable selection criteria in the position description.
- **A Curriculum Vitae/Resume:** This should provide personal details (e.g. name, address, telephone number) relevant work history, education, training courses attended, qualifications and professional memberships.

Referees

You should include the names and contact numbers of at least two referees. These referees may be contacted to verify the information stated. We prefer that your referees should include a current manager/supervisor, however a manager/supervisor from a previous position may be used.

Formal Qualifications

The position description addresses whether formal qualifications are a requirement. If required, photocopies of your qualification(s) or academic records of current studies should be attached to your application. Please do not submit originals.

Completed applications should be forwarded to:

Electronically (preferred)

peter.engel@wmrc.wa.gov.au

Closing Date

Vacancies are advertised for a specific period and close at 12:00pm on the closing date indicated in the advertisement. Late applications will not be accepted.

5. THE SELECTION PROCESS

Selection for Interview Process

Selections will be based on which applicant demonstrates the highest merit for the position and on their past experience that demonstrates that they can perform the duties in the advertised position.

A shortlist of applicants for interview will be chosen by a selection panel. These applicants will have successfully demonstrated that they meet the requirements for the position. Shortlisting may take up to two weeks after the closing date.

Interview Process

If you are selected for an interview, an officer from the WMRC will contact you to organise a time for interview. The interview is an important part of the selection process; and all interview questions will be based on the advertised selection criteria for the position.

The Selection Panel will generally consist of two to three members.

Each interview will be conducted by an interview panel and each applicant will be assessed in the same manner. The aim is to obtain examples of past situations that actually occurred, how the situation was handled, and the outcome of the action taken. During the interview, panel members will take notes and assess your answers to questions.

After the Interview

Medical: Preferred applicants may be asked to undertake a pre-employment medical.

Selection Tests: Preferred applicants may be asked to undertake selection tests.

Referee checks: The WMRC may contact your nominated referees and/or previous employers.

Conditions of Employment: Prior to any offer of employment being finalised, the recommended applicant may be required to produce original or certified copies of all relevant qualifications and licenses.

6. POSITION DESCRIPTION

A position description, including the Selection Criteria to be addressed by applicants, is attached.

POSITION DESCRIPTION WASTE ADMINISTRATION OFFICER

POSITION DETAILS

Classification Level:	Level 5
Team:	West Metro Recycling Centre
Report to:	Manager Operations
Location:	West Metro Recycling Centre (Shenton Park), WMRC Administration Offices (Subiaco)
Award/agreement:	Local Government Industry Award 2020 – State Industrial Agreement

About the Western Metropolitan Regional Council

The Western Metropolitan Regional Council (WMRC) is a local government organisation with five Member Councils, two Participating Councils and several other customers drawn from commercial and Local Government sectors. It was established in 1998 to provide waste recycling, transfer, haulage, and education services. The WMRC's mission is to minimise and efficiently manage waste for Perth's central western communities and organisations. To do so, it provides waste facilities at the West Metro Recycling Centre in Shenton Park and a range of services from the Administration Office.

Key Work Statement

To provide a high standard of customer services and administrative support and perform other relevant tasks in a professional, efficient and courteous manner at the West Metro Recycling Centre and to support administration at the WMRC Administration Office.

Extent of Authority

This position operates under the direction of the Manager Operations with the authority to act within established guidelines, procedures and policies of the WMRC.

Responsibilities and Accountabilities

Weighbridge	<p>Operate the weighbridge and register transactions.</p> <p>Update weighbridge software with fee changes as required.</p> <p>Assess customer waste loads on arrival at gatehouse.</p> <p>Determine and advise customers of applicable charges according to WMRC schedule of charges.</p> <p>Accept cash and electronic payments and issue receipts</p>
Accounts	<p>Review and recommend invoices for payment.</p> <p>Reconcile cash and other receipts at the close of each day.</p> <p>Bank cash receipts.</p>

	Provide daily cash summaries, weekly weighbridge reports and monthly transaction reports to the administration office.
Rostering	Support the Manager Operations to create and administer a fortnightly roster for RC staff consistent with regulations and policy.
Customer Service	Direct, advise and assist municipal, commercial and residential customers in their use of West Metro Recycling Centre services and facilities. Assist the Manager Operations in liaising with and managing contractors.
Procurement	Procure consumables and other goods required for the day to day running of the West Metro Recycling Centre in accordance with WMRC procurement policy and procedures. Monitor and maintain consumable stock levels ensuring an available supply.
Training	Administer training bookings. Maintain individual employee training records.
Reporting	Monitor, record, and report customer service data including by Council area and type of wastes delivered.
WMRC staff collaboration	Plan and lead regular weighbridge toolbox meetings. Provide payroll processing coverage and support as and when required. Work in consultation with other WMRC staff to avoid or resolve problems and identify opportunities for improvement.
Safety	Meet all safety requirements of employees as set out in the WMRC WHS Management Plan. Complete inductions for new staff and contractors
First Aid	Maintain First Aid certificate and provide first aid as might be required.
Policies	Work in accordance with all WMRC policies, Code of Conduct and Strategic Community Plan and Corporate Business Plan as varied from time to time and as directed by Manager Operations.
Legislative Obligations	Abide by the obligations detailed in the Work Health and Safety, Equal Opportunity, and Anti-Discrimination legislation; the relevant Industrial Agreement; and the <i>Local Government Act 1995</i> as varied from time to time.
Performance review	Actively participate in an annual performance review process.
Other duties	Undertake other duties relevant to the position, as directed within the classification level and the skill base of the staff member.

Selection Criteria

Essential

1. Experience in handling cash and electronic receipts.
2. Well-developed customer service skills and experience.
3. Well-developed ability in word and data processing, including the use of spreadsheets.
4. Good written and verbal communication skills.
5. Strong ability to work independently and as part of a team.
6. Current Motor Vehicle Driver's Licence.

Desirable

7. Experience in operating a public weighbridge.
8. Experience in payroll and accounts administration.
9. Team supervisory skills.

Acceptance

Both parties are to sign and date the areas below to confirm their agreement to the requirements of the position. The original of this and future updated position descriptions are to be returned to your manager/supervisor for placement on your personal file.

Accepted by the Waste Administration Officer	Accepted by the Acting Chief Executive Officer
Signed:	Signed:
Date:	Date: