

INFORMATION PACKAGE

Shire of East Pilbara

Refund Point Operator

Job code: #198

Casual | Newman

The Shire is recruiting to its casual pool.

The Shire of East Pilbara is a well-established Local Government Authority in Western Australia, which services the town sites of Newman, Marble Bar, Nullagine and local communities.

The Shire is offering an exciting opportunity for suitable applicants to fill the recruitment pool for the Refund Point Operator (Casual) position. In this role, you would be responsible for the operation of a Refund Point as part of the WA Container Deposit Scheme (CDS). This includes but is not limited to, providing a high level of customer service, receiving deposits of eligible containers from customers, manually sorting and counting, and providing customers refunds through the Point of Sales (POS) system software.

The salary range is between \$33.84 and \$36.37 per hour, inclusive of 25% casual loading (adult rate). Additional benefits include eligibility for long service leave, professional development and a 50% discount for recreational/gym/aquatic memberships and free fitness assessments.

Candidates will form part of the recruitment pool that we can access now and in the future. Please note –

applications will be accepted on an ongoing basis and will be assessed regularly throughout the advertising period.

Next steps

Applicants are requested to submit an up to date resume and cover letter addressing the essential criteria no more than 3 pages. If you are interested in this position, please apply via our website <http://www.eastpilbara.wa.gov.au/about-us/employment-opportunities> where the Application Package along with the Position Description can be downloaded.

If you are unable to apply via our website, please submit your application by emailing recruitment@eastpilbara.wa.gov.au

The Shire of East Pilbara is committed to eliminating all forms of discrimination in the provision of our services. We embrace diversity and strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds and people with disabilities.

Closing date:

Applications for this position are open until a suitable pool of candidates is received. This means this vacancy may close without notice. If you are interested in this position, we highly recommend you apply as soon as possible.

For enquiries relating to the application or recruitment process, please contact **People & Culture Business Partner** on (08) 9175 8000 or recruitment@eastpilbara.wa.gov.au For role specific enquiries, please contact **Jamie Gibson – Coordinator Waste Services** on (08) 9175 8000

www.eastpilbara.wa.gov.au

Canvassing of Councillors or Selection Panel Members will disqualify

Shire of **EAST
Pilbara**
THE HEART OF THE PILBARA

POSITION DESCRIPTION

Shire of East Pilbara

Position Title

Refund Point Operator
(Casual)

Directorate

Infrastructure
Services

Reports to

Waste Sustainability
Officer

Position Number

#198

Position Level

LGIA 1/2

Position Summary

The Shire of East Pilbara is committed to delivering a successful Container Deposit Scheme (CDS) refund point in the Town of Newman. As part of the Waste Services team and under the supervision of the Waste Sustainability Officer, provide a high level of customer service to members of the public who utilise the Containers for Change initiative at the Shire's refund point. To receive deposits of eligible containers from customers, manually sort and count containers, operate equipment, ensure the site is kept orderly, and work effectively in a team environment to enhance the reputation within the wider community.

Position-Level, Principles, Obligations & Accountabilities

The primary outcomes of this position type include:

- Supporting and promoting the "culture" and "values" of the Shire of East Pilbara evidenced through personal commitment, personal behaviour, language and the achievement of results;
- Contributing to employee and customer satisfaction, engagement and excellence;
- Collaboratively participating in teams to deliver outcomes for and on behalf of the Shire;
- Effectively communicating and cooperating with internal and external stakeholders as applicable to maintain positive relationships with the Shire;
- Actively contributing towards efficiency and quality of service, as directed;
- Proactively report and mitigate risks.

Role Accountabilities

- Receiving deposits of eligible containers from customers visiting the refund point and partner collection/donation sites
- Resolve customer related issues as they arise (Level 2)
- Manual sorting, counting, recording and storing of eligible containers
- Managing point of sale and refund transactions where appropriate
- Accurate completion of work-related paperwork
- Operating equipment e.g. forklift, etc. and carrying out related duties in accordance with strict work, health and safety procedures
- General housekeeping tasks, such as sweeping and controlling litter on site
- Perform maintenance and/or safety checks on equipment as required
- Supporting and implementing directions and duties as directed by the Waste Sustainability Officer
- Work autonomously and oversee the site and operations as required (Level 2)
- Induct and guide operators and report on incidents (Level 2)

Selection Criteria

(Applicants are required to address ONLY the Essential and Desirable criteria in their written application)

Essential Criteria

(to be considered for this role you must demonstrate the following skills and experience)



- Strong customer service ethic and skills
 - Ability to work autonomously and as part of a team to meet delivery outcomes
 - Ability to perform manual tasks
 - Experience in or ability to learn provision of sorting services in an industrial environment
 - Basic computer skills and good literacy skills
 - Ability to follow strict work, health and safety requirements
 - Punctual, reliable, hardworking, and willing to learn
 - Current 003 First Aid Certificate or willingness to obtain
 - Ongoing availability including availability to work on weekends
- Forklift Licence

Desirable Criteria

- Current West Australian 'C' Class Drivers Licence



INFORMATION FOR APPLICANTS

Shire of East Pilbara

Employment Considerations

To be considered for a position at the Shire of East Pilbara, applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check
- Current National Police Clearance
- Hold the appropriate rights to work in Australia
- Completion of a pre-employment medical

General accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability for their observable attitudes, behaviour, and conduct. Obligations regarding these are contained in other documents such as:

- The Shire's Code of Conduct;
- Management directives and approved policies and procedures;
- Staff Values and behavioural commitment statements;
- Other lawful and reasonable directions from the employer, and particularly those relating to General Accountabilities of government employees.

Application

Your application should include a covering letter explaining your interest in the position (no more than three pages) and a current resume detailing your qualifications, experience and attributes for the position. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties.

Supporting an Inclusive and Diverse Workforce

The Shire of East Pilbara is an Equal Opportunity employer we recognise that our workforce is strengthened by diversity and actively foster an inclusive workplace.

Medical Examination

Following the interview process, the successful applicant will be required to undergo a medical examination. Full documentation for the requirements of the position will be given to the medical practitioner prior to the examination and the medical examination costs are paid by Council. Existing illness will not necessarily preclude an appointee from the selection process.

Shire of **EAST**
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About The Shire Of East Pilbara

For the keen explorer, the Shire of East Pilbara is Australia's largest Shire, offering a diverse mix of desert sands from the Great Sandy and Gibson Deserts to the pristine coastal reserve of Cape Keraudren.

There are three towns in the Shire of East Pilbara: Newman, Marble Bar and Nullagine; each offering something unique.