

Position Title	Administration and Customer Service Officer
Department	Community Services
Unit	Waste and Cleansing
Team	Waste
Supervises	Nil
Reports To	Coordinator Contracts and Customer Service
Grade Range	D
Date Prepared	16/04/2020
Date Last Updated	26/05/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

Provide administrative support within the Waste Operations team as well as a high level of customer service to residents with the Canterbury-Bankstown Local Government area.

Accountabilities

- Day to day management of non-compliance users of garbage, recycling and garden waste services
- Investigate new services issues, vacant land charges, medical waste issues and take necessary action to resolve
- Visit Council area's to assess and remedy issues as required
- Investigate and resolve complaints received about unsatisfactory service delivery within the Waste and Cleansing unit and escalate as required
- Work with the waste collection contractors to resolve customer action requests and driver feedback complaints and concerns
- Investigate and appropriately refer Customer Requests to the relevant officer for action
- Develop and maintain waste management systems and procedures
- Maintain databases, including waste information on Councils rates database, second services, unit collection days and strata managers for Multi-Residential Units
- Monitor service level compliance of collection contractors
- Ensure all Waste & Cleansing issues received through the waste call centre are dealt with in a timely and efficient manner
- Prepare reports and statistical data on activities and services related to the Waste and Cleansing
- Communicate effectively both in writing and verbally with the community and other stakeholders
- Keep up to date with industry legislation, programs and resources and share knowledge with team
- Liaise with the Rangers, Environmental Protection team and the Dumped Rubbish Supervisor to ensure that dumped rubbish requests are allocated to the correct Council team
- Assist with Council's trade waste service which includes but is not limited to maintaining customer data base, invoicing, contract management
- Conduct site inspections as required
- Check contractor's invoices related to the Waste & Cleansing unit for accuracy & approval
- Analyse and evaluate service improvement requests and ideas and liaise with internal stakeholders
- Monitor and evaluate performance towards Waste and Cleansing unit goals and objectives
- Other duties as required by Supervisor

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules

Resources		
Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Class C driver’s License

Essential Experience

- Excellent customer service and problem resolution skills.
- Ability to be adaptable and flexible to accommodate change and provide responsive services to meet customer needs.
- Demonstrated experience in effective time management and the ability to meet multiple deadlines
- Demonstrated proficiency in the use of Microsoft Office and other software applications.

Desirable Qualifications and or Experience

- Knowledge of Waste Management responsibilities of Local Government
- Working knowledge of the Local Government Act 1993, Waste Avoidance and Resource Recovery Act 2001 and Protection of the Environment Operations Act 1997

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>