



Position Description and Performance Agreement

Weighbridge Attendant

Position No: IS040WM

Position Classification: Grade 10

Status: Part time

Position Revised on: May 2014

Position Written by:

Division: Infrastructure Services

Branch: Waste Management

Reports to: Weighbridge Supervisor

Incumbent:

Start Date:

Special Conditions:

1 POSITION CRITERIA

1.1 Essential academic qualifications:

- Nil

1.2 Essential Licences and/or Certificates:

- WorkCover WHS General Induction for Construction Work in NSW

1.3 Other Requirements/Experience:

- Experience with basic office administration.
- Experience with operating a computer based accounting system.
- Keyboard and data entry experience.
- Experience in dealing with the public and handling money.
- Experience with performing reconciliations.
- Experience in operating an automated weighbridge and associated computer system.
- Excellent interpersonal skills in dealing with internal and external stakeholders and customers.

1.4 Personal Attributes:

- Good communication and interpersonal skills.
- Accuracy and attention to detail.
- Ability to work under pressure and unsupervised.
- Ability to handle difficult customers and resolve disputes.
- Honesty and integrity.



- Ability to work in a team environment.

2 OBJECTIVES OF POSITION

- 2.1 Efficient and courteous handling of all telephone and gatehouse enquiries from both internal and external customers and other staff.
- 2.2 Accurate processing and timely completion of all tasks assigned by the Weighbridge Supervisor.

3 KEY ACCOUNTABILITIES

- 3.1 Efficient and courteous handling of all telephone and gatehouse enquiries from both internal and external customers and other staff.
- 3.2 Accurate processing and timely completion of all tasks assigned by the Waste Management Co-ordinator.

4 SCHEDULE OF DUTIES

- 4.1 Attend to telephone and gatehouse enquiries.
- 4.2 Cashiering as required.
- 4.3 Completion of data entry and reconciliation of accounting processes.
- 4.4 Assist with administrative and operating processes associated with the gatehouse and weighbridge operation.
- 4.5 Supervision of depositing of waste and recycling materials by the public and Council staff, to ensure compliance with management requirements for operation of the facility when required.
- 4.6 Other duties as required.

5 OUTPUT MEASURES

- 5.1 Customers and other staff are dealt with in a courteous and efficient manner.
- 5.2 Minimal number of complaints received.
- 5.3 Accuracy of accounting details.
- 5.4 Materials are being deposited in the correct locations.
- 5.5 All processes are completed accurately and in a timely manner.
- 5.6 Monies balance at the end of each working day.
- 5.7 Quality customer service provided to ensure Council's customer service standards are met.

6 W H & S RESPONSIBILITIES

- 6.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. As a Self Insurer, Hawkesbury City Council has in place a comprehensive Work Health Safety and Injury Management (WHS&IM) System. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.

As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. RAAs are supported by Council's WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved. These RAAs are non-negotiable in terms of compliance.

7 ETHICAL CONDUCT

- 7.1 Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

8 EQUAL EMPLOYMENT OPPORTUNITY

- 8.1 Comply with the requirements of the Anti-Discrimination Legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.



9 CORPORATE AND STATUTORY OBLIGATIONS

- 9.1 Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

To commit to and embrace the objectives of the Hawkesbury Community Strategic Plan - Shaping Our Future, and to be accountable for participating as appropriate in the allocated Operational Plans designed to deliver on the identified objectives as directed.

10 PERFORMANCE AGREEMENT

- 10.1 I acknowledge that my performance will be assessed at least annually, based on the performance measures contained within this document and Council's Delivery Program and Operational Plan.

I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability.

This Position Description will be reviewed annually in line with Council's adopted Delivery Program and Operational Plan. Key result areas and performance measures may change depending on the priorities identified in the Delivery Program and Operational Plan.

Employee

Date

I acknowledge that my role is to ensure that every opportunity is made available to the employee to meet the requirements of this Performance Agreement, including training, team support and regular performance appraisals.

Manager

Date

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