

# Recycling Attendant

## Success Profile

<b>Your division</b>	Service Delivery
<b>Your team</b>	Work
<b>You report to</b>	Recycling Manager/Shift Supervisor (where applicable)

### PURPOSE OF YOUR ROLE

To assist in the coordination of recyclable goods and waste material at the relevant waste facility to ensure objects are either recycled or disposed appropriately and in line with contractual obligations.

### ORGANISATIONAL PROFILE



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>Comply with Endeavour's Workplace Health and Safety policies and procedures to ensure safety in the workplace is upheld.</li> <li>Be vigilant for situations that may cause a safety risk and take steps to minimise the risk by identifying and reporting potential hazards in the workplace to the Supervisor.</li> <li>Report any accidents and incidents to the Manager immediately or as soon as possible to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence.</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>Promote and enhance the reputation of Endeavour Foundation by providing effective customer service to contractors and members of the public to ensure high levels of customer satisfaction is achieved.</li> <li>Assist customers with enquiries and information requests to ensure they are provided with friendly, accurate information in a timely manner.</li> <li>Liaise with contractors, external suppliers and/or council or government representatives as required to ensure their requests are met and accurate information is provided.</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>Comply with the organisation's Quality Management Systems policies and procedures, to ensure consistency in meeting the expectations of your role.</li> </ul>



	<ul style="list-style-type: none"> <li>• Comply with the continuous improvement process, completing quality improvement forms and ensuring the continuous improvement process is communicated, promoted and adhered to.</li> <li>• Communicate effectively with your manager in order to solve problems, review procedures and complete quality improvement forms to ensure improvements in service delivery and customer needs are identified and implemented.</li> <li>• Participate in team building activities, including actively participating in the Performance Development and Review program to ensure individual and team key performance indicators are achieved and Endeavour's values and behaviours are consistently demonstrated.</li> <li>• Attend as directed and participate in on-the-job training and meetings and comply with Endeavour's policies and procedures to ensure knowledge and skills are adequate to fulfil operational requirements.</li> <li>• Achieve KPI's as communicated by the Manager to ensure participation in organisational success is understood and accomplished.</li> <li>• Provide training and assistance to other members of the team in procedures to ensure optimal service standards are achieved.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Unlock and lock all public access gates to waste facility prior to the commencement of each working day and at the end of each working day to ensure security requirements are met and maintained.</li> <li>• Inspect the load of each vehicle entering the waste facility to ascertain the contents of each load and direct drivers to the appropriate recycling areas.</li> <li>• Assist drivers and customers to unload contents and advise on the most appropriate methods of disposing of load contents by providing instructions for the separation of specified materials to ensure specific safety requirements are met.</li> <li>• Ensure any inappropriate activities involving customers and other users of the facility are advised at the earliest convenience to the shift supervisor to ensure appropriate action may be undertaken.</li> <li>• Maintain a high level of tidiness and presentation of premises to ensure Endeavour's image is of the highest standard.</li> </ul> <p><b>Re-Use Shop</b></p> <ul style="list-style-type: none"> <li>• Receive and unload all stock deliveries to ensure goods can be displayed in a timely manner.</li> <li>• Clean and prepare all stock to ensure goods are displayed in an appropriate manner. Display stock to gain customers attention and maximize on potential sales.</li> <li>• Maintain a high level of housekeeping and presentation of premises to ensure the Occupational Health and Safety requirements are upheld.</li> </ul>
<b>FINANCIAL SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>• Support the improvement of operational performance and outcomes of the designated site</li> <li>• Contribute to the ongoing growth in the designated service, by identifying growth opportunities</li> </ul>

## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>• Demonstrates high level interpersonal and communication skills to develop relationships with team members and stakeholders and deal with issues of a sensitive nature.</li> <li>• Proven ability to coordinate projects and delegate activities to meet outcomes within required timeframes.</li> <li>• Demonstrates written and verbal communication skills, to ensure clear and concise information is presented to the team, manager and customers.</li> <li>• Demonstrates problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach.</li> <li>• Demonstrates commitment to developing skills and enhancing personal development.</li> </ul>
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<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Demonstrates competence in communication of information and dealing with customers on an ongoing basis to assist with their needs.</li> <li>• Proven track record in a customer service environment where beneficial relationships were developed and customer satisfaction and loyalty increased.</li> <li>• Previous knowledge in a recycling or similar role is highly desirable.</li> <li>• Hold a forklift licence (where applicable).</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Has the ability to move and lift items as required when assisting customers to unload and move the contents of their loads.</li> <li>• Move and lift items around the site to maintain site operations. This may be either manually or through the operation of mechanical plant (e.g. a forklift), if required.</li> <li>• Has the flexibility (as required) to work some shifts in different waste facilities on a rotational basis to fulfil the contractual requirements of Endeavour Foundation Industries.</li> <li>• Personal presentation to a high standard.</li> </ul>
<b>OTHER REQUIRMENTS</b>	<ul style="list-style-type: none"> <li>• Possession of a current driver's licence.</li> <li>• Hold current worker screening checks at all times, as defined by legislative requirements and organisational policy</li> </ul>

