

Position Description

Tollbooth Officer

Position Title:	Tollbooth Officer	Directorate:	Environmental Services
Position Number:	100102	Department:	Sustainability & Environment
Employment Status:	Part-Time /Full-Time/Casual	Position Type:	Indoor Employee
Employment Type:	Permanent/Temporary/ Fixed-term	Location:	Jackson Street Waste Management Centre (JSWMC)
Classification Structure:	Grade 1		
Reports to:	Coordinator Waste Services		

PRIMARY PURPOSE:

The role of the Tollbooth Officer is to provide high-level customer service and advice to customers on the disposal of waste at the Jackson Street Waste Management Centre (JSWMC), including the effective operation of a computerised weighbridge in accordance with Council policies, procedures, legislation and environmental standards, and to maintain a safe, clean and presentable area through routine litter and rubbish collection.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Tollbooth Officer** reports to the **Coordinator Waste Services** for all operational and management matters.
- The role is a key contributor to the Waste Services Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.
- Liaises with contractors, resource recovery and gas plant workers, government departments including EPA.

Accountabilities And Responsibilities

Tollbooth & Weighbridge Operation	▪ Operate the weighbridge and associated computer software in accordance with Council policies and procedures. ▪ Inspect, categorise, and charge waste delivered to the landfill, with emphasis on: ○ Ensuring the permit conditions of the site is adhered to. ○ Ensuring recoverable waste products are delivered to appropriate areas. ○ Ensuring waste disposal fees are allocated correctly, in relation to waste type and amounts. ○ Coordinate disposal processes and procedures for specific waste types. ○ Identify any waste not suitable/permitted for disposal and prevent from entry ○ Positive and effective communication with customers, ensuring communication is articulated clearly and accurately, including communication around site closures.
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	▪ Responsible to ensure building is open and able to accept customers during the advertised opening hours. ▪ Ensure the Tollbooth area and access road is kept clear of rubbish, by routine litter and rubbish collection and reporting any major spills or obstructions. ▪ Clear rubbish as required and/or as directed. ▪ Use problem solving skills to clarify matters and resolve any customer conflicts and challenges, assist the Coordinator Waste Services and Landfill Operations Lead in reviewing customer complaints received by Council regarding operation and performance of the tollbooth. ▪ Provision of high-quality day-to-day customer service including provision of information and answering general enquiries. ▪ Receipt and balance monies collected in an accurate and timely manner with the relevant banking and security documentation prepared each day. ▪ Be responsible for the cash float, involving securing in on-site safe and maintaining correct balance subject to Council auditing procedures. ▪ Process concession or authorised free entry vouchers as payment of waste delivered to the JSWMC.
Team Work and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives. ▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.

	- Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. - This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	- Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. - Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. - Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. - Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. - Proactively identify areas of non-compliance and support the implementation of corrective actions. - Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. - Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. - Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements. - The Landfill must close during declared Total Fire Ban and during high winds. - Entitled to the allocation of applicable PPE. - May be entitled, application required, for the annual environmental conditions payment (Enterprise Agreement, clause 5.6.7), subject to the requirement of litter collection.

Key Selection Criteria	
Essential Qualifications	Nil
Desirable	- Certificate III Customer Service/ Business Administration - Current registration to work with vulnerable people (RWVP)
Licences	Drivers Licence (preferred but not essential)
Skills and Experience	- A minimum of two years of experience in a similar role. - Proven experience and knowledge of cash handling, balancing and receipting skills. - Experience in the use of weighbridge and associated computer processes. - Excellent interpersonal skills and a proactive, positive approach to colleagues and customers with the ability to build and maintain effective working relationships. - Knowledge and interest in waste management practices, with the ability to correctly identify and categorise waste types and sizes - Ability to collect and dispose of rubbish.

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.



Our Values

**WE RESPECT EACH OTHER**

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters

**WE ARE TRUSTED**

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn

**TOGETHER WE ARE BETTER**

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge

**WE DELIVER**

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own
We trust and are **TRUSTED** by each other
We know that by working **TOGETHER** we achieve better outcomes
We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:

Employee Signature:

Date: