Position Description
Waste Officer

This position is employed by the City of Port Adelaide Enfield (PAE) and seconded to Central Adelaide Waste and Recycling Authority (CAWRA), the regional subsidiary jointly owned by the City of Charles Sturt (CCS) and PAE. This position will support CAWRA and both constituent Councils in administration, customer service and contract management relating to waste and resource management services.

The position is:

Position Title	**Waste Officer**		
Department & Section	**CAWRA**		
Team	**Waste Services & Contracts**		
Reporting to	**Waste Services & Contracts Manager**		
Positions Reporting to it	**Nil**		
Classification and Stream	**Level 4**		
Position Number		**Prescribed Position:**	**YES** ☐ **NO** ☒

How does this position contribute to our community?

- Provides a range of contract administration services to CAWRA and its two Constituent Councils, including ensuring the effective management of escalated customer enquiries and complaints related to waste and recycling services.
- Supports effective contract management and administration across CAWRA and its Constituent Councils.

What does the position do?

This role is the operational link between CAWRA, its two Constituent Councils, the community and contractors. It keeps day-to-day waste and recycling operations running smoothly by handling escalated customer-facing tasks in conjunction with customer service staff employed by Councils and contractors, coordinating service requests, maintaining accurate service data, and supporting contract oversight. By resolving escalated issues quickly and keeping records up-to-date, the position helps ensure residents receive reliable, high-quality waste services.

Key responsibilities include:

- Responding to escalated customer enquiries and complaints relating to waste and recycling services.
- Coordinating service requests such as missed bin collections, damaged bins, and new service applications, in collaboration with customer service and other staff employed by Councils and contractors.
- Supporting the administration of waste service contracts, including performance monitoring and reporting.

- Maintaining accurate records and databases related to waste services, customer interactions and contract requirements including KPIs.
- Support CAWRA's Executive Assistant with reviewing and validating contractor invoices against service delivery data (e.g. tonnages, lifts, call-outs) as required.
- Assisting in the preparation of reports, correspondence, and documentation for internal and external stakeholders.
- Liaising with contractors, Council staff and community members to support service delivery.
- Contributing to the continuous improvement of contract administration and other administrative systems and processes.
- Proactive approach to identifying and implementing small scale process improvements in contract administration and data management.
- Coordinate bulk waste services for multi-unit dwellings (MUDs), sporting clubs, and Council-owned community facilities.
- Assist in the assessment and implementation of additional waste services.
- Assist in the assessment of waste management elements for development applications
- Assist in the procurement of waste services on behalf of the Constituent Councils
- Occasional leave coverage of Executive Assistant Duties.
- Undertale other reasonable duties as required.

What outcomes does the position deliver?

- Professional, efficient, timely and accurate handling of escalated customer requests and service enquiries.
- Accurate and well-maintained data and records that support high service standards and contract performance reporting, including against contract KPIs.
- Participation in regular meetings with key contractors (including bin collection contractors) to monitor and improve the delivery of services to residents
- Administrative support that enables CAWRA and its Constituent Councils to deliver responsive and cost-effective waste services.
- Contribution to the smooth operation of contracted waste services and other community-facing waste initiatives.
- Improved coordination between Council teams, contractors, and community members through effective communication and follow-up.

The behaviours we expect the position to contribute to our workplace are:

- Customer focused and passionate about delivering for CAWRA, its clients and the broader community.
- Effective communication and information sharing.
- Alignment to CAWRA's Code of Conduct.
- Interpersonal skills that build good work relationships
- Good problem solving, innovative thinking and informed decision making.
- Enthusiasm to complete tasks.
- Methodical working and attention to detail.
- A commitment to personal development and improvement.
- Adaptability and flexibility to new ideas and concepts.
- Ability to establish and maintain effective and collaborative working relationships with others.

Qualifications for the position

- Relevant qualification in Business Administration, or a related field desirable.
- Conflict resolution training desirable.

Experience

Essential:

- Demonstrated experience in a waste management, contract or business administration or customer service role, preferably within local government or a service delivery environment.
- Strong communication skills and ability to manage customer enquiries and complaints with empathy and professionalism.
- Experience managing service data and records with a high level of accuracy and attention to detail.
- Ability to prioritise and manage multiple tasks in a fast-paced environment.
- Sound knowledge of Microsoft Office and experience using corporate systems.

Desirable:

- Knowledge of waste and recycling service operations or contract management practices.
- Experience working with external contractors or suppliers.
- Experience improving administrative processes.
- Demonstrated ability to work effectively across multiple stakeholders including contractors, teams, and community members to coordinate services and resolve issues collaboratively.

Knowledge

- Strong customer service skills with the ability to handle enquiries and complaints professionally.
- Effective verbal and written communication skills.
- Accurate administrative and data management abilities.
- Good problem-solving and decision-making skills.
- Ability to prioritise tasks and manage time efficiently.
- Proficiency in Microsoft Office and corporate systems.
- Ability to work collaboratively and adapt to changing priorities.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of CAWRA and the Constituent Council's IT systems relevant to the role.
- Maintain a working understanding of, and follow CAWRA, and the constituent Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Procurement and Contract Management

- Responsible for complying with CAWRA's & the Constituent Council's procurement policy and processes.
- Proficient in the application and requirements of procurement within a Local Government context.
- Requirement to undertake regular training regarding procurement and contract management activities.

Our Safety and Return to Work Commitments

All Staff

- Take reasonable care for their own health and safety.

- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.