

WASTE AND RESOURCE RECOVERY SERVICE COORDINATOR POSITION DESCRIPTION

Position Title:	Waste and Resource Recovery Service Coordinator
Responsible To:	Lead, Waste & Resource Recovery
Council Portfolio:	City Shaping
Council Program:	City Operations
Classification Level:	Salaried, Level 4

Overview of Portfolio

The City Shaping Portfolio leverages and celebrates our role as a Capital City Council and delivers the services that protect our heritage, Park Lands and urban environment and demonstrates our environmental leadership now and into the future.

Overview of Program

The City Operations Program ensures our City’s assets, including streets, parks and other public spaces are attractive, clean, well presented and maintained so we all have a city to enjoy and be proud of.

Key Relationships / Interactions

Internal	Employees across the City Operations Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Contractors and Service providers Members of the public, Residents City Business owners Community Volunteers Community/ Sporting groups Building managers and presiding officers

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Primary Purpose

The Waste and Resource Recovery Service Coordinator provides high-level professional, technical and procedural advice and coordinates the day to day delivery of waste and resource recovery services within the City Operations Program.

The position supports and coordinates waste and resource recovery planning, projects and continuous improvement by contributing operational insight, performance information and professional advice. This includes coordinating the implementation of service improvements, supporting approved initiatives, and applying contemporary industry good practice and legislative know to support responsive service delivery.

The role supports the Lead, Waste and Resource Recovery by acting on delegated matters, coordinating responses to customer enquiries and service issues and contributing to reporting, risk management and decision making. In fulfilling these responsibilities, the position helps to ensure continuity of waste and resource recovery services and high quality customer outcomes.

Responsibilities

The Waste and Resource Recovery Service Coordinator is responsible for:

Service Delivery

- Monitor and coordinate contractor performance and address operational service issues to ensure waste and resource recovery services are delivered in accordance with contractual obligations.
- Apply sound project and contract monitoring practices using Council approved documentation and systems.
- Coordinate and participate in meetings with internal stakeholders and contractors to support service delivery and issue resolution.
- Support internal stakeholders to optimise resource recovery outcomes.
- Assist in the development and review of policies, procedures, project briefs, service level agreements and specifications to support effective contract and service delivery.
- Record, analyse and report on program progress and service performance data in agreed formats to support waste and resource recovery team oversight and decision making.
- Build and maintain effective working relationships with customers, stakeholders, and agencies to support the timely resolution of service delivery issues.
- Support the Lead, Waste and Resource Recovery by contributing to the identification, implementation, and evaluation of continuous improvement initiatives that enhance service performance and delivery outcomes.
- Actively contribute to the Waste and Resource Recovery Team to support high quality service delivery outcomes.
- Provide operational and administrative support to the Lead, Waste and Resource Recovery as required to support effective service delivery.

Strategic Focus and Delivery

- Maintain contemporary knowledge of industry good practice, legislative requirements and standards relevant to waste and resource recovery services, and apply this knowledge to support service delivery and continuous improvement.

Projects

- Investigate and coordinate the implementation of new technologies, processes and service improvements associated with waste and resource recovery services.
- Assist with business planning, project planning and program implementation to support approved waste and resource recovery initiatives.
- Assist in the preparation of reports, presentations, and proposals to support project delivery and decision making.

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- Provide professional advice and support to management and operational stakeholders on waste and resource recovery projects and services.

Business and Commercial

- Apply sound judgement to support efficient waste and resource recovery service delivery, including making timely operational decisions and identifying and managing risks within delegated authority.
- Take an evidence-based approach to decision making by using available data and performance information.
- Understand customer needs and contribute positively to team outcomes through collaboration, professionalism and problem-solving.

Customer Service

- Support the delivery of high-quality customer service outcomes by coordinating response to waste and resource recovery service enquiries, issues and service requests.
- Build and maintain positive working relationships with customers, internal and external stakeholders and agencies to support effective issue resolution
- Coordinate timely resolution of services issues and complaints raised by Councillors, Members of Parliament, residents, businesses, building managers and the public in relation to waste and recycling services
- Escalate complex, sensitive or high-risk customer matters to the Lead, Waste and Resource Recovery as appropriate.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	A tertiary qualification in project or contract and/or leadership management or related field and/or commensurate demonstrated experience in most aspects of the selection criteria in lieu of formal qualifications Certificate IV and above.	Essential
Financial Skills & Acumen	Ability to understand and appreciate the financial implications of decisions and their impact. Demonstrated skills in procurement work specification, tender assessment, and financial evaluation of options. Preparing, presenting, and managing budgets and expenditure.	Essential
Technical Knowledge & Experience	Proven experience and success in managing contracts in waste and resource recovery together with the ability to negotiate to achieve positive outcomes. Comprehensive knowledge of waste and resource recovery principles and practices. Handling multiple, complex situations and the ability to recommend, implement and monitor solutions or corrective actions to achieve positive outcomes.	Essential
Project Management	Strong organisational skills, the ability to successfully manage competing priorities, maintain attention to detail and meet deadlines. Well-developed project management and co-ordination skills and the ability to deliver projects within agreed timeframes. Demonstrated ability to plan and operate efficiently under pressure to complete work.	Essential
Innovation & Initiative	Positive, self-motivated, results oriented and able to initiate actions to ensure objectives are achieved. Proven ability to analyse operational systems and processes to support continuous improvement and drive innovation.	Essential
Resource Management & Decision Making	Proven ability to effectively utilise allocated resources which includes planning and delegating. Ability to prioritise and be flexible when responding to changing demands. Demonstrated ability in decision making within a team environment which progress desired outcomes. Ability to develop strong relationships with suppliers and customers and negotiate on behalf of Council Undertaking an evidence-based approach within a timely manner to decision making.	Essential
Professional Development	A commitment and attendance to ongoing training, workshops, professional development and continuous learning.	Essential

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Customer Commitment & Integrity	Excellent customer service skills, including the ability to effectively liaise and engage with members of the public and community groups. Capacity to maintain a high degree of discretion and exercise sound judgement in dealing with sensitive and confidential matters.	Essential
Collaboration & Communication	Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, agencies, and stakeholders. Interpersonal skills which are inclusive and encourage the development, cooperation, and support of others and which emphasise and encourage a professional service delivery focus. The ability to build and maintain cross program relationships. Well-developed written and oral communication skills that have ability to communicate to various different stakeholders in a professional manner.	Essential
Administrative Skills	Comprehensive knowledge of CoA's administrative processes and procedures relevant legislation, regulations and industry standards and the ability to implement these requirements. Intermediate skills in MS Office computing applications including word processing, spreadsheet, database, presentation software such as PowerPoint	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance will be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 10kg (Mobile Garbage Bins). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.