

# Coordinator Waste & Recycling Collections

## POSITION DESCRIPTION



<b>Position Number:</b>	1239
<b>Department:</b>	Regional Services
<b>Section:</b>	Rockhampton Regional Waste and Recycling
<b>Unit:</b>	Waste and Recycling Collections
<b>Position Status:</b>	Contract Full Time
<b>Classification:</b>	Limited Term Contract
<b>Reports To:</b>	Manager Waste & Resource Recovery Services
<b>Revised:</b>	February 2026

### General Position Statement

This position supports Council's direction by being an essential Team Member within Rockhampton Regional Waste and Recycling and is expected to have high practical focus that is tasked with the day-to-day management of waste collection operations in cooperation with the Manager of Rockhampton Regional Waste and Recycling and Team Leaders.

This position will proactively work with the team to deliver waste collection and associated services that are safe, compliant, customer focused and strive for best practice in service delivery for Rockhampton Regional Council and its communities.

### Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Manage the day-to-day operations and provide direction, guidance and support to the Collections team to ensure all allocated work is completed and complies with legislative and other requirements.
- Provide leadership to ensure the work environment supports work health and safety (WHS) legislation and systems.
- Supervise and mentor Team Leaders and Team members within the Unit, establishing priorities and monitoring workflow to ensure collection routes are completed within schedule and to budget.
- Manage the Collections teams human resources including leave, overtime, wellbeing and other personnel / disciplinary actions.
- Manage the Units plant and equipment resources in a clean, safe, well maintained, efficient and cost-effective manner.
- Manage contractors involved in the collection, transport, and processing of kerbside household recyclable material, including the preparation of tender and contract documentation and coordination of related tender processes.
- Develop operational plans and budget for the unit, monitor and report expenditure and performance to ensure compliance with adopted budgets and plans.
- Achieve objectives with commercial benefit for Council whilst balancing the community service obligations to the local community.
- Provide strong professional support across the RRWR Section, including assisting the Manager in the development of Strategic and Business plans, promoting Education programs and coordinating the Kerbside Audit Program.

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- Contribute to the development and enhancement of Council work instructions, policies and procedures.
- Proactively manage the Waste Collection service to ensure Council and RRWR customer service standards are met.
- Undertake regular reviews of the waste industry and if appropriate undertake adjustments to plant, equipment and practices of Rockhampton Regional Waste and Recycling to ensure the Unit is operating at a best practice level.
- Manage the In-Vehicle Management System (3Logix) to ensure that it is operating correctly at all times and to ensure that the system is being utilised by the Operators and Administration Team as intended.
- Work with Team Leaders and Team members to deliver an efficient and effective waste collection and disposal service that meets Council and RRWR corporate and operational goals.
- Monitor bin stocks and spare parts and where appropriate, order necessary replacements to ensure and maintain an adequate bin stock is available to meet customer requests.
- Investigate and provide reports and recommendations on waste collection matters.
- Assess and monitor Assisted Service requests.
- Contribute to a customer service focused culture a unified approach and commitment to Council's values and objectives.
- Provide expert advice to the Team to ensure that work is carried out to a high standard in accordance with approved plans, specifications, relevant codes and practices, Council policy and procedures.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.
- Conduct monthly Toolbox and Training meetings as required.
- Ensure Drivers and Vehicles comply with the requirements of the Heavy Vehicle National Law (HVNL) and Chain of Responsibility requirements. Key elements include load management, speed, fatigue, and vehicle pre-start inspections.

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### Position Requirements

Your suitability for this role will be assessed against the following competencies.

#### Skills/Competencies

- Demonstrated experience and knowledge of contemporary waste management and recycling principles.
- Demonstrated leadership experience with the ability to lead, guide and motivate your team to plan and deliver day-to-day and long-term strategic objectives.
- High level knowledge of statutory, operational and legislative requirements relevant to the waste management and recycling, workplace health and safety and transport industry.
- High level of proficiency in comprehensive report writing and demonstrated ability to produce logical, plain English and professionally written reports.
- Demonstrated planning, project management and organisational skills relevant to the position.
- Demonstrated experience in managing a team with strong capacity to plan individual and team workload, achieve set goals and meet deadlines.
- Strong financial and budget management skills.
- Strong contract management and negotiation skills.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.

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- Goal Setting – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Career/Development – Ability to identify development activities required to perform current role and opportunities to develop to meet career expectations (as applicable).
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.

### Qualifications

- Degree qualification in Logistics, Business or Waste Management (or related discipline) and/or equivalent demonstrated experience.
- Extensive experience in the waste management and recycling industry, including waste collections, logistics.
- General Construction Induction (White Card).

### Desirable Qualifications and Experience

- Knowledge of In-Vehicle Management System (IVMS) waste collection (e.g. 3Logix or similar specialist software).
- Knowledge on Truck Onboard Scales to managing vehicle mass.
- Experience in Local Government.

### Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

### Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level Transitioning to Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth. **Further information in Appendix A.**

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### Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a “C” Class Licence (minimum provisional).
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised against Hepatitis A&B and Tetanus.

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### Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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### Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Manager Waste & Resource Recovery Services
<b>Signature:</b>	
<b>Date:</b>	
<b>Employee Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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### Appendix A: Leadership Capability Framework – Leadership Level Tactical Leadership (Managers and Coordinators)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	<b>Engage and Inspire our People</b>	Promotes Council's vision and values. Engages and inspires others through aligning work with the vision.
	<b>Empower our People</b>	Coaches, mentors and empowers others through building trust and confidence across Council.
	<b>Enable Teamwork and Collaboration</b>	Identifies opportunities and enables respectful teamwork and collaboration across Council.
	<b>Effectively Communicate across the Organisation</b>	Fosters open and transparent communication and the sharing of information across Council.
	<b>Build Effective Enduring Relationships</b>	Strategically expand own and team's networks to ensure success.
Deliver Results	<b>Manage People Performance</b>	Ensure that teams understand the alignment between their work and Council's vision, mission, purpose and plans and receive support to successfully deliver against those.
	<b>Develop our People</b>	Provide development and coaching and mentoring opportunities to others.
	<b>Demonstrate Ethical and Accountable Decision Making</b>	Develops own and supports others to develop organisational, political and situational awareness and supports navigation of same.
	<b>Demonstrate Organisational and Situational Awareness</b>	Makes complex decisions in the absence of clear rules and processes.
	<b>Maintain a Strategic Focus</b>	Develops strategic direction for section/unit in line with Council's strategic direction, values and input from team.
	<b>Plan and Organise Resources</b>	Ensures group delivers against operational plans and KPIs through facilitating the delivery of quality work, safely, within budgets and deadlines.
Customer / Community Driven	<b>Be Customer and Community Focused</b>	Supports and enables teams to ensure the delivery on the purpose of Council and delivering what's best for the customer and community.
	<b>Manage customer and stakeholder relationships</b>	Leads, develops and supports a customer and stakeholder focused team.
Lead and Enable Change	<b>Lead Change Effectively</b>	Leads and champions organisational change.
	<b>Lead Continuous improvement and Innovation</b>	Ensures that the benefits of continuous improvement opportunities are realised across Council.
Commit to Personal Growth	<b>Commit to Personal Growth and Learning Agility</b>	Maintains own learning agility and enables others in their personal growth.
	<b>Lead with Emotional Intelligence</b>	Role model values based leadership and continued focus on building resilience and leading with emotional intelligence.
	<b>Build and maintain Technical and Operational Competence</b>	Enables others to develop and maintain technical and operational competence.