

**LITCHFIELD COUNCIL  
JOB DESCRIPTION****TITLE: WASTE TRANSFER STATION GATEKEEPER****LEVEL: BAND LEVEL 1****RESPONSIBLE TO: RESOURCE RECOVERY PROGRAM LEADER**

<b>Position Status:</b>	Casual Employment
<b>Position Approved by:</b>  Executive Director Infrastructure	<u>29/01/2026</u> Date:

**POSITION OBJECTIVES:**

To provide a high level of customer service at the Waste Transfer Station gatehouse, assessing acceptable materials for acceptance to the Waste Transfer Station, and processing in the appropriate manner.

**KEY RESPONSIBILITIES:**

- Assess material brought in by customers to the waste transfer stations for acceptance, and reject material where required.
- Collect all fees and charges as determined by Council.
- Direct customers to the correct disposal location.
- Record the number of vehicles entering the site.
- Operate the two-way radios and respond to telephone enquires as required.
- Maintain an awareness of daily operations at the transfer station to assist plant operators and customers, and to be prepared to respond in an emergency or other situation.
- Maintain the office in a clean, tidy and hazard free condition.
- Meet all Occupational Safety and Health requirements, and follow appropriate safety and health practices for self and others.
- Effectively use Council's document management system ensuring documents are appropriately recorded and tasks are actioned on time.
- Other duties required as relevant to the role.

**CLASSIFICATION CRITERIA**

**AUTHORITY AND ACCOUNTABILITY:**

- Accountable for the standard of work carried out within the standards set by council.
- Responsible for cash handling and reconciliation.
- Responsible for document management required within the responsibilities of the role.

**JUDGEMENT AND PROBLEM SOLVING:**

- Responsible for assessing and charging (as required) waste material in accordance with Council-adopted fees and charges and relevant procedures.
- Ability to resolve minor problems within set parameters of the tasks.

**MANAGEMENT SKILLS:**

- Ability to manage own time effectively to achieve set objectives.

**INTERPERSONAL SKILLS:**

- Ability to provide a high level of customer service and interact with the public in a courteous manner at all times.
- Ability to work with plant operators and other staff to ensure a safe environment for staff and the public.

**QUALIFICATIONS AND EXPERIENCE:**

- Competent in the use of computers and learning new systems.
- Experience and basic level knowledge of Microsoft Outlook, Excel and Word.
- Competent in the handling of cash and reconciliation.
- Experience in the waste management industry, with knowledge of problems associated with the operation of Transfer Stations (desirable).

**KEY SELECTION CRITERIA:**

1. Experience in the waste management industry and/or similar customer service and cash handling roles.
2. Ability to work alone and/or in a team
3. Ability to demonstrate initiative in performing assigned tasks.
4. Ability to work a variety of rosters, including weekends and overtime.
5. Commitment to Work Health and Safety
6. Undertake Pre-Employment Medical and completion of a Criminal History Check.

**CHANGES TO JOB DESCRIPTION:**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of Council's work environment– including technological requirements or statutory changes.

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Approved: (Manager/Supervisor)

Date:

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Employee: