



POSITION DESCRIPTION

OUR VALUES



Safety
First



Customer
Obsession



We Take
The 'Waste' Out



Insist On The
Highest Standards



Apply Relentless
Grit & Accountability



Constantly
Curious



Celebrate

POSITION DETAILS

Position Title	Recycling Centre Attendant
Function	Operations
Business Unit	Return It
Location	Melbourne
Direct Report to	Depot Manager
Direct Reports	
Job Type	Permanent/full-time, Casual/part-time
Date Document Created	18.7.23

PRIMARY PURPOSE

As a Recycling Centre Attendant (CDS) at Return-It, your primary responsibility is to ensure that customers have a positive and satisfactory experience when visiting one of our Recycling Centres. Your main responsibility is to oversee the efficient and effective recycling operations at the facility. Your role involves working with the public, directing, and sorting eligible Container Deposit Scheme containers, maintaining cleanliness and safety, and promoting environmental awareness



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KEY PERFORMANCE AREAS & ACCOUNTABILITIES	
Key Result Areas	Accountability
Customer Service	<ul style="list-style-type: none"> ▪ You'll be involved in various customer touchpoints, including inquiries, complaints, feedback, and support. Your goal is to engage with customers promptly, courteously, and effectively, addressing their concerns and providing solutions. ▪ Assist customers with questions, and ensure you are well equipped to handle customer issues. Monitor response times and customer satisfaction levels to continuously improve the support process. ▪ Greet and assist customers who visit the recycling centre to drop off recyclable materials. Accept, inspect, and sort eligible CDS containers to ensure they meet the recycling centre guidelines. ▪ Support the customer to process eligible containers, ensuring that ineligible containers are separated and dealt with properly.
Maintain Equipment	<ul style="list-style-type: none"> ▪ Basic machinery and equipment cleaning/maintenance, such as conveyor belts, densifiers, and vending machines, ensuring maximum performance levels for depot equipment.
Housekeeping & Depot Presentation	<ul style="list-style-type: none"> • The recycling centre must be kept clean and organized. Regularly remove trash and debris from the site to maintain a safe and pleasant environment.
Health & Safety	<ul style="list-style-type: none"> ▪ Adhere to safety protocols and guidelines to prevent accidents and injuries. Ensure that customers also follow safety regulations while at the recycling centre.



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QUALIFICATIONS & EXPERIENCE	
Experience and Key Attributes	Required: <ul style="list-style-type: none">▪ Previous experience delivering face-to-face customer service desirable▪ Strong organisational and time management skills▪ Strong communication skills with the ability to develop rapport with a broad range of customers▪ Ability to work independently and as part of a team.▪ Strong attention to detail and accuracy

The above Position Description reflects the essential functions of the position at this time; however, this list is not finite, and duties may change as required, at the discretion of senior management.