



Resource is a national leader in the waste minimisation industry, operating Tasmania's largest reuse centre (the Resource Tip Shop at South Hobart) and other waste reduction and recycling initiatives.

Resource seeks to work with the community to achieve viable, sustainable, best-practice waste minimisation and quality service through continuous improvement of the business and operations, complemented by innovative community education, within a safe and satisfying work environment.

Casual Scrutineer

Scrut

<u>Contract:</u>	Casual
<u>Hours:</u>	As Needed
<u>Reports to:</u>	Site Manager, Tip Shop Work Area Manager
<u>Works with:</u>	Scrutineers
<u>Work location:</u>	Resource Tip Shop, McRobies Gully, South Hobart
<u>Wage:</u>	\$37.32/hr weekdays, \$44.79/hr Saturdays, \$52.25/hr Sundays (level 2)
<u>Conditions:</u>	<i>Resource Work Cooperative Enterprise Agreement 2013</i>
<u>Probation:</u>	3-6 months
<u>Required certificates:</u>	Full manual driver's licence, White Card.

Position Description

Casual Scrutineers work as part of a daily crew to accept donations, salvage for reusable items from the tip face and transfer station, sort and price items for sale, restock the Tip Shop and sell items at the counter using the point-of-sale system. The role involves moving between different stations over the course of the day with the aim of efficiently accepting, processing and selling donations, while interacting in a friendly way with customers. Casual Scrutineers work under direction of the Site Managers.

Duty Areas

1. Foster a safe and cooperative workplace, including safe manual handling.
2. Work within Cooperative framework and values.
3. Salvage reusable discards from tip face and transfer station.
4. Accept drop-off donations from customers.
5. Attend to outside yards.
6. Sort and price items for sale.
7. Restock and tidy the shop and present items appropriately for sale.
8. Provide friendly customer service.
9. Communication and team work.

Duties

1. Safe and cooperative workplace

- 1.1 Understand and fulfil all principles of Workplace Health and Safety and duty of care issues as they pertain to self, staff members and customers.
- 1.2 Wear clean and presentable protective personal equipment at all times and keep well maintained.
- 1.3 Be aware of and demonstrate safe work practices in the shop.
- 1.4 Drive the truck in a safe and appropriate manner.
- 1.5 Be aware of and demonstrate safe work practices for salvaging.
- 1.6 Use safe lifting techniques and correct manual handling techniques , either solo or with others, and support all workers to lift safely.
- 1.7 Attend to workers needs, checking if co-workers need help or are in danger.
- 1.8 Be aware of and demonstrate safe work practices around the forklift, and when driving the forklift (if licenced to do so).
- 1.9 Look for possible hazards and fix where able to do so, or report to Site Manager (SM) or Work Area Manager (WAM).
- 1.10 Make suggestions to SM or WAM for improved work practice to avoid future hazards.
- 1.11 Keep clear no-go zones and access areas (such as fire hydrants, fire exits, pathways and first aid stations).
- 1.12 Be aware of risks in all outdoor areas when in high wind and wet weather and take precautions to secure items properly in preparation.
- 1.13 Stack crates and pallets safely.
- 1.14 If there is an emergency, assist with evacuating everyone to the emergency assembly point as directed by Area and Chief Fire Warden.
- 1.15 Adhere to all WH&S policies and procedures as they are developed and reviewed.

2. Cooperative framework and values

- 2.1 Work within the Cooperative model, including actively participating in the consensus decision-making process and using established processes to resolve issues.
- 2.2 Assist workers with any other Resource project or task that requires help and for which you have sufficient training.
- 2.3 Work towards the Cooperative aims of reducing waste, creating employment and providing education.
- 2.4 Be familiar with and endeavour to follow the Resource values.

3. Salvage reusable discards

- 3.1 Check waste safely and diligently for saleable, reusable and recyclable materials, and prioritise salvaging in terms of best financial return.
- 3.2 Follow correct procedures at the transfer station.
- 3.3 Communicate and coordinate well when team salvaging.
- 3.4 Understand and implement all relevant aspects of the agreement between Resource and the Council, and communicate with Council workers.
- 3.5 Represent Resource to the public in a polite and professional way.
- 3.6 Deal appropriately with any incidence of illegal salvaging, telling the SM in the first instance.
- 3.7 Ensure truck loads are stacked safely and secured. Weigh truck loads on trips to and from the tip face and transfer station. Use truck wash when returning from tip face.
- 3.8 Make sure goods are put in the correct allocated places.
- 3.9 Complete all required paperwork.
- 3.10 Assist as directed in securing the premises at the end of each day or in case of emergency.
- 3.11 Occasionally provide labour support to the City of Hobart at the Transfer Station, as required and with the appropriate training.

4. Accept drop-off donations

- 4.1 Accept drop-offs of reusables from customers in the drive-through at the Resource Recovery Area, and is present and responsive to arriving vehicles.
- 4.2 Direct drive-through traffic as appropriate.
- 4.3 Be friendly and professional with members of the public.
- 4.4 Only accept appropriate goods and materials, prioritising in terms of best financial return and actively educating customers regarding future donations.
- 4.5 Separate shop and yard stock onto correct pallets or bins while receiving donations, including electricals and scrap.

- 4.6 Stack drop-offs safely and efficiently on pallets.
- 4.7 When not actively receiving donations, price stock in drive-through, deliver pallets to yard and sorting room, remove scrap from drive-through and place in correct bin or area.
- 4.8 Use radio and ask for assistance when drop-off area is busy or there is an issue.
- 4.9 Leave the drive-through area clean and tidy for the next day's crew.

5. Attend to outside yards

- 5.1 Attend to customers promptly, deal with haggling appropriately, radio for help when unsure about prices.
- 5.2 Communicate with worker in drive-through regarding crate movements. Communicate appropriately with counter worker regarding sales.
- 5.3 Keep yard and Boneyard safe and tidy.
- 5.4 Price items as they go into the yard or Boneyard.

6. Sort and price items for sale

- 6.1 Stay in sorting room, sorting and pricing, while on pricing duty. Answer phone while in sorting area.
- 6.2 Appropriately sort and separate saleable and unsaleable stock, correctly separate recyclables from rejected stock.
- 6.3 Appropriately prepare stock for sale.
- 6.4 Never sell any item that could potentially hold personal data without ensuring that all data has been wiped by the appropriate department.
- 6.5 Put sorted and priced stock into correct trolleys, unpack trolleys regularly and arrange items for sale in the correct area.
- 6.6 Separate potentially collectable, electrical, scrap, ewaste, computer, timber, education and online sales items and place them separately for the respective departments.
- 6.7 Price stock fairly and consistently, in both shop and yards, seeking advice when uncertain about prices.
- 6.8 Uses appropriate method and correct format for marking prices on stock.
- 6.9 Use hand tools, where appropriate, to make minor infrastructure or stock repairs or upcycles.

7. Restock and tidy the shop

- 7.1 Ensure shelves are restocked safely and walkways are kept clear.
- 7.2 Tidy shelves when restocking, including removing long-unsold and broken items.
- 7.3 Ensure trollies are emptied into correct locations in shop, and communicate with pricing

worker about trolley work flow.

8. Provide friendly customer service

- 8.1 Provide polite and friendly customer service using Point Of Sale hardware and software systems correctly.
- 8.2 Attend sales counter, using radio to communicate with other workers if needing to leave the counter.
- 8.3 Represent Resource to the public in a polite and professional way.
- 8.4 Deal with difficult customers in a firm but polite manner, seeking support from co-workers and/or SM when needed.
- 8.5 Maintain firm prices and adhere to policy on returns and holds.
- 8.6 Understand Resource's role as educator and actively educate customers about waste minimisation and appropriate donations.
- 8.7 Stay productive when the counter is quiet.
- 8.8 Improve knowledge of products and prices via active research.

9. Communication and teamwork

- 9.1 Communicate and coordinate with the Site Manager and other workers, including taking direction from the SM as appropriate.
- 9.2 Stay in allocated role for the set duration and organise cover when leaving work area.
- 9.3 Take appropriate breaks at the allocated time.
- 9.4 Work shifts as rostered or take responsibility for finding a replacement.
- 9.5 Be available for call-ins as needed.
- 9.6 Any other tasks as Board, Coordinators, General Meetings, WAMs and Site Managers may, from time to time, determine.