



TaurangaCity

Job description

Title	Waste Services Officer – Kerbside
Number	103285
Group	Operations and Infrastructure
Division	City Operations
Reports to	Team Leader: Waste Operations and Compliance
Direct reports	N/A
Date	August 2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to support the efficient and effective delivery of kerbside waste collection services through proactive contractor coordination, contamination management, and operational oversight—contributing to a cleaner, safer, and more sustainable community.

Key outcomes

Reliable and high-quality Kerbside services	<ul style="list-style-type: none">• Kerbside waste services are delivered consistently and meet agreed service levels.• Service disruptions are minimised and resolved quickly through effective coordination and communication.• Field audits and inspections confirm compliance with operational standards and community expectations and are documented appropriately.• Support Senior Waste Operations Officer with Kerbside bin stock and bespoke Kerbside service management.
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	<ul style="list-style-type: none"> • Non-compliance issues are escalated to the Senior Waste Contracts and Relationships Manager.
Effective contractor coordination.	<ul style="list-style-type: none"> • Contractors are supported and held accountable to meet performance targets, health and safety obligations, and service KPIs. • Issues are identified early and resolved collaboratively to maintain service continuity. • Contract documentation is maintained accurately, supporting transparent administration and performance tracking.
Kerbside bin contamination is actively managed.	<ul style="list-style-type: none"> • Contamination levels in recycling and organics bins are monitored and reported regularly. • Targeted education and enforcement activities are implemented to reduce contamination. • Collaboration with contractors ensures consistent bin tagging, feedback, and follow up processes.
Responsive customer and community support.	<ul style="list-style-type: none"> • Customer enquiries and complaints related to Kerbside services are addressed promptly and professionally. • Community feedback is used to inform service improvements and engagement strategies. • Waste education initiatives are supported to promote responsible waste behaviours.
Operational insight and continuous improvement	<ul style="list-style-type: none"> • Data is collected and maintained to support service delivery, and trend and improvement identification. • Reports provide clear visibility of contamination rates and compliance. • Participation in service reviews and improvement projects contributes to innovation and better outcomes.
Collaborative team and stakeholder engagement.	<ul style="list-style-type: none"> • Effective working relationships are maintained with internal teams, contractors and external stakeholders. • Contributions to cross-functional projects and working groups to support strategic waste goals. • Communication is clear, respectful, and aligned with Council's values.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
<ul style="list-style-type: none">• Tertiary qualification in the Waste Operations, Environmental Management, or Contract Management fields• 3 years plus experience in waste operations, contractor coordination, or a related field.• Understanding of Kerbside collection systems, contamination management, and waste minimisation principles.• Proficiency with MS Office suite and data management tools, and a proven ability to pick up new systems and software.• Ability to work independently and manage multiple priorities.• Effective communication and interpersonal skills and the ability to manage sensitive customer relationships.• Current full NZ driver's licence.• Adaptability to fill in for other team members at times.

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections