Illegal Dumping Officer
Position Outline

Position	Illegal Dumping and Compliance Officer
Work Location	23 West Street, Mount Isa
Directorate	Community Services
Section	Strategy Policy and Regulation
Reports to	Manager, Strategy Policy and Regulation
Annual Salary Band	$86,512.65 - $91,146.42
Classification	Level 3, Administrative, Queensland Local Government Industry (Stream A) Award – State 2017 and Mount Isa City Council Certified Agreement 2024
Engagement Type	3 Year Contract

POSITION OBJECTIVE

Provide effective compliance, education and investigative services to support Council's efforts to prevent and reduce illegal dumping within the local government area.

Undertake surveillance, inspections, investigations, community engagement and compliance activities relating to illegal dumping, littering and waste offences, whilst promoting lawful waste disposal practices and protecting the environment, public health and community amenity.

The role also supports Council's broader regulatory compliance functions through the management of overgrown properties, abandoned vehicles and other amenity-related matters.

POSITION REQUIREMENTS

Essential

- Demonstrated experience in a compliance, investigations, environmental services, regulatory, customer service or related field.
- Ability to communicate effectively and professionally with members of the public, contractors, government agencies and other stakeholders.
- Sound investigative, problem-solving and analytical skills.
- Demonstrated ability to gather, document and maintain accurate records and evidence.
- Ability to interpret and apply relevant legislation, policies and procedures.
- Well-developed written communication skills, including the preparation of reports and correspondence.
- Demonstrated ability to work independently and as part of a team.
- Strong organisational skills with the ability to manage competing priorities and meet deadlines.
- Sound computer skills, including Microsoft Office and the ability to use corporate record management and request management systems.
- Current Queensland "C" Class Driver Licence.

Desirable

- Certificate IV in Government Investigations (Regulatory Compliance) or a related discipline.

- Experience in local government, environmental compliance, waste management or regulatory services.
- Understanding of the Waste Reduction and Recycling Act 2011, Environmental Protection Act 1994 and relevant local laws.
- Experience using surveillance systems, GIS mapping, mobile inspection software or compliance management systems.
- There are no mandatory qualifications or requirements for this position. However, Council values the enhanced work performance which may be gained from the expanded knowledge base and skills acquired during formal tertiary training and encourage both existing and potential staff to participate in lifelong learning.
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KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

- Undertake routine patrols, inspections and surveillance activities to identify and deter illegal dumping and littering offences.
- Investigate reports of illegal dumping, littering and related environmental offences in accordance with relevant legislation, Council policies and procedures.
- Respond to customer enquiries, service requests and complaints relating to illegal dumping and relevant waste compliance matters.
- Gather, record and maintain accurate evidence including photographs, witness statements, site observations and investigation records.
- Maintain and utilise Council's surveillance and compliance management systems to support investigations and reporting.
- Assist with enforcement activities through the preparation of investigation reports, compliance documentation and supporting evidence.
- Conduct follow-up inspections and monitoring activities to assess compliance outcomes and corrective actions.
- Provide education and advice to residents, landowners, businesses and community groups regarding lawful waste disposal and environmental responsibilities.
- Assist in the delivery of illegal dumping prevention initiatives, community awareness campaigns and clean-up activities.
- Investigate and manage reports of overgrown properties, abandoned vehicles and other community amenity matters in accordance with relevant legislation and Council policies.
- Undertake inspections and compliance actions, including the preparation of notices and correspondence, to achieve timely resolution of identified amenity issues.
- Maintain accurate records, correspondence and case files in Council's records management and compliance systems.
- Develop effective working relationships with internal stakeholders, external agencies and community members.
- Assist with the preparation of operational reports, statistics and data relating to illegal dumping activities and outcomes.
- Follow all relevant Council policies, procedures, workplace health and safety requirements and legislative obligations.
- Undertake any other lawful and reasonable duties as directed by your supervisor or a more senior officer.

Out-of-ordinary hours work may be required. Council reserves the right to change these duties at any time.

KEY PERFORMANCE INDICATORS

- Investigate and action illegal dumping complaints, service requests and other compliance matters within adopted service standards.
- Complete scheduled patrols, inspections and surveillance activities within the reporting period.
- Maintain accurate investigation records, evidence and case files, meeting supervisory quality requirements without significant amendment.
- Provide professional customer service and education, with no substantiated complaints regarding conduct, communication or professionalism.
- Prepare accurate compliance documentation, investigation reports and supporting evidence within required timeframes and in accordance with legislative requirements.
- Contribute positively to team objectives, prevention initiatives and continuous improvement activities while complying with Council policies, procedures and workplace health and safety requirements.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

MOUNT ISA CITY COUNCIL VALUES

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY **SERVICE** **ACCOUNTABILITY**

HOW TO APPLY

What to include in your application:

To assess your suitability, please provide the following information:

- Write a maximum of 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.
- Please contact the nominated person on the Role Description if you require any reasonable adjustments throughout this recruitment process.

Submitting your application:

- Submit online at: Current Opportunities | Mount Isa City Council; or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote human rights and diversity.
- All workers of Council are responsible for the wellbeing, physical, emotional and cultural safety of the children and young people who receive our services.
- All workers are expected to act in accordance with the Child Safe Organisations Act 2024, including the Child Safe Standards and Universal Principle in their physical and online interactions with children and young people, including outside the course of their work for the Council.
- All workers are subject to the Reportable Conduct Scheme and its obligations as per the Child Safe Organisations Act 2024. Learn more about our commitment to being a Child Safe Organisation on our website.

Creation Date	27 October 2026
Reviewed Date	09 November 2026
Contact	Manager – Strategy, Policy and Regulation
Closing date	07 December 2026