



Commercial Recycling Programs Coordinator

Overall Responsibility

The Commercial Recycling Programs Coordinator is responsible for the coordination, implementation, monitoring and reporting of the commercial and multifamily recycling programs at MSS. This Outreach position works closely with Operations and Customer Service staff.

Supervision Received and Exercised

The Commercial Recycling Programs Coordinator reports to the Director of Compliance and Customer Relations all outreach, education and recycling law compliance and to the Customer Relations Manager for payroll and other administrative functions, soft-pak system and customer account documentation policies & procedures. The Recycling Programs Coordinator may provide limited direction to administrative support staff and/or interns. This position is responsible for providing vacation and sick time coverage for other including Recycling Program Coordinators, and Customer Service Representatives.

This is a Non-Exempt, Hourly position.

Essential Job Functions

Duties may include, but are not limited to, the following:

Programs:

- F2E and Commercial Composting
- Commercial Recycling for businesses, multifamily units
- Commercial Recycling for school
- Special Event Educational Booths
- Document Shredding and Temporary Debris Box rental
- Household Hazardous Waste
- C&D and LEED consultation

Outreach, Education and Compliance monitoring of all commercial customers regarding:

- Mandatory State Commercial Recycling and Organics Laws and the services MSS offers to help with compliance for our jurisdictions.
- Contractual program & services offering education, technical assistance, training, waste assessments, and reporting
- Hands-on recycling assessments to:
 - Determine flow of materials through business
 - Evaluate Current/New Service Needs

- Distribution and customization of outreach materials according to customer needs.
- Development of waste diversion plans in collaboration with Operations to develop to ensure proper service levels and appropriate delivery of carts/bins.
- Coordination with Customer Service Representatives to ensure appropriate delivery of carts/bins.
- Condition of waste audits and report generation on findings and recommendations in collaboration with Route Manager and Operations Manager.
- Presentations to various groups on services offered by all companies, zero waste plans, etc.
- Provides tours to groups of processing facilities according to specialty area (i.e. school, multifamily, organics, large business).
- Participate in various trade organizations, community events, and committees assigned by Director.
- Data Analysis and Reporting:
 - Tracking of service delivery, outreach and education, for compliance with State and Local recycling Laws via soft-pak system and in customized excel spreadsheets.
 - Tracking of all outreach, education and compliance for franchise agreement reporting.
 - Tracking and monitoring of contamination of all containers including assigning staff (CSRs and Outreach) to conduct customer follow-up calls and site visits.
 - Manage Outreach & Education Soft-ware Programs (Recollect, Recyclist, Soft-pak)
 - Diversion Auditing and Reporting
 - Monitoring of Commercial customer accounts for data and service accuracy.

Additional Duties

- Customer Service Representative and Receptionist cross training
- Fielding customer calls
- Setting up new service accounts
- Account troubleshooting
- Work order generation
- Walk-in payments
- Community Leadership Activities
 - Leadership training
 - Participation on community boards and committees that focus on waste prevention and education.

Skills and Abilities

Knowledge of:

- Knowledge of county, state, federal laws, rules and regulations related to municipal solid waste and recycling.

Ability to:

- Excellent communication skills.
- Creative problem solving and analytical capabilities.
- Communicate effectively in written and oral form.
- Uses positive interpersonal skills with a variety of stakeholders in an efficient and timely manner.
- Ability to organize, prioritize and manage work assignments in an efficient manner.
- Ability to function as an effective team member with co-workers and the community to build productive, collaborative relationships to achieve program goals and objectives.
- Ability to use technology to manage functions of job.
- Ability to manage data and conduct analyses, including being able to conduct research, then review and report on findings.
- Computer skills and knowledge of MS Office tools.

Education/Experience

- Bachelor's Degree in Communications, Economics, Environmental Studies or other related field preferred.
- Two years' experience in the waste collection industry and/or with environmental education and recycling/waste reduction/sustainability programs preferred; similar industry or program experience may be considered.

Work Environment

This job operates in a professional office environment.

Physical Demands

- Mobility within an office and a field environment for indefinite periods of time.
- Involves working in a waste and hazardous waste collection, disposal, recovery and recycling environment.
- Involves working in an environment with farm animals and plant materials.
- Requires clarity of hearing.
- Requires the ability to communicate clearly and effectively, in person, in writing and by telephone and email.

Position Type and Expected Hours of Work

- This is a full-time position.
- Works Monday – Friday, may be required to work on holidays or on days following holidays, and occasional evening, weekend, late night or early morning hours may be necessary for meetings and deadline projects.

- May be called into work on Sundays and during emergencies.

Travel

This position includes travel to and from customer site visits, offsite meetings, and community events.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

This job description has been approved by Management:

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee Signature

Date
