



Schools & Community Recycling Outreach & Education Coordinator

Overall Responsibility

The Schools & Community Recycling Outreach & Education Coordinator is responsible for the development, coordination, monitoring and reporting of the MSS facility tours, 4-R-Planet educational programs in the public and private schools in the service area, and community workshops and presentations. This position schedules and conducts facility tours and is the primary contact for community and school related waste reduction and recycling education programs. In addition, this position is responsible for the coordination, implementation, monitoring and reporting of the community outreach programs and commercial recycling and organics programs at all MSS schools. This Outreach position interacts frequently with the Operations, Outreach and Customer Service Divisions.

Supervision Received and Exercised

This position reports to the Director of Compliance & Customer Relations for 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. This position may provide limited direction to customer service and outreach staff, administrative support staff and/or interns who help cover community events. This position works closely with departmental managers.

This is a Non-Exempt, Hourly position.

Essential Job Functions

TOURS AND COMMUNITY EDUCATIONAL PROGRAMS:

- Schedules and maintains calendar of classroom usage for tours, community groups, and MSS activities.
- Oversee activities and events in the MSS classroom including set-up, clean up and organization of props in the room.
- Provides age appropriate facility tours and 4-R-Planet educational activities including school assemblies, classroom lessons, presentations and hands-on learning activities.
- Designs tours to meet the needs of the group (resource recovery, 4Rs, expert speakers).

- Organizes, presents and documents outreach and education in all the schools in Marin Sanitary Service's jurisdiction.
- Prepares curriculum and other educational materials for teacher to extend the tour and outreach experience into the classroom.
- Understands and utilizes California curriculum standards to prepare, adapt and amend lesson plans and training materials for teachers and students.
- Maintains an up-to-date lending library in the MSS classroom for visitors to take home, borrow or use on site, and ensures educational materials reflect current practices and legal mandates and guidelines.
- Drafts, edits and distributes written and visual content for school and community newsletters.
- Tracks tours and other educational activities in a spreadsheet or electronic database.
- Records and analyzes data collected and submits it to direct supervisor for reporting purposes to the MSS jurisdictions.
- Seeks constructive comments and evaluates the effectiveness of tours and 4-R- Planet educational programs in the schools.
- Develop Community Outreach plan including events calendar, workshops schedule, and promotional materials to increase understanding of and participation in all MSS diversion programs.
- Create online tool kit for Schools and Residential Customers to increase recycling rates and decrease waste.
- Collaborate with Community Organizations to promote Zero Waste practices and programs.
- Participates in community events as assigned by direct supervisor (at least one per year in each jurisdiction).
- Organizes and staffs special event booths to highlight MSS services and offerings in the environmental classroom.
- Communicates Environmental Classroom offerings and services with direct supervisor to advertise services, programs and activities to jurisdictions.
- Participates in education related committees as assigned by direct supervisor.
- Effectively communicates with school representatives, teachers, students, community members and fellow employees in a positive and informative manner.
- Works with the Director of Compliance and Customer Relations to ensure educational materials are current and consistent.

SCHOOL RECYCLING SERVICES:

- Collaborates with Zero Waste Marin staff on the Zero Waste Schools program through the JPA.
- Educates schools regarding available MSS services.
- Provides awareness regarding waste reduction, recycling, composting, household/commercial hazardous waste and other related issues.
- Consults with Operations on appropriate service levels for recycling, composting and garbage services.

- Monitors MSS School service accounts for accuracy.
- Informs supervisor of the progress of the recycling/organics programs at the schools .
- Performs analysis, conducts recycling research and compiles best practice reports as directed by supervisor to improve diversion programs in the schools.
- Meets with the public at recycling outreach programs, coordinates awards and incentives for recycling and may train recycling staff as needed.
- Develops and administers customer satisfaction/needs assessment tools to better understand how we can help our customers.
- Uses audit and assessment data to help formulate a school-specific waste plan for the year including bin/dumpster needs, bin placement, pick-up schedule, signage, education and training.
- Contributes original and source identified content for outreach materials including:
 - Social media, website, and electronic communications.
 - Public communications including newsletters, brochures, billing inserts, and other mailers.
 - Presentation/audience-based communication including presentation support for Executive Team.

COMMUNITY SERVICES:

- Develops and implements community workshops and annual Customer Appreciation Day in collaboration with supervisor.
- Provides education and Outreach to community groups to increase participation in Residential and Commercial Organics programs and services.
- As needed, prepares and delivers presentations to Environmental and Community Groups as well as to government agencies.
- 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 franchise contracts, county, state, federal laws, rules and regulations related to municipal solid waste and recycling.

Ability to:

- Ability to meet deadlines for reports and other required paper work.
- Excellent verbal and written communication skills.
- Strong organizational skills.
- Strong financial analysis and reporting experience.
- Creative problem solving and analytical capabilities.
- Ability to manage data and conduct analyses, including being able to conduct research, then review and report on findings.
- 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.
- Advanced proficiency with Microsoft Word, Excel (formulas, pivot tables) and PowerPoint 2007.
- Ability to use technology to manage functions of job.

Education/Experience

- Bachelor's Degree in Communications, Economics, Environmental Studies or other related field preferred. Experience may be substituted for higher education.
- Two years' experience in the waste collection industry and/or with environmental education and recycling/waste reduction 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 _____ Date _____