

MAJOR FUNCTION

This is professional, technical, and public contact work in the field of recycling and utility marketing services in compliance with the State Solid Waste Act. Work is performed under the general direction of the Coordinator of Recycling; however, employee is expected to exercise independent judgment and initiative in the performance of daily duties. Work is reviewed through analysis of reports, observations, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Promotes, and monitors and assists in the administration of the City's Recycling programs. Analyzes the waste generation of residential and commercial buildings through analysis of waste components and equipment. Provides information to residential and commercial customers on recycling program criteria and procedures. Assists commercial customers in completing program application forms and locating contractors, suppliers, and financial institutions for the purpose of facilitating program participation. Serves as liaison between vendors, contractors, customers, and staff. Instructs consumers in recycling techniques, and suggests methods of improving existing recycling programs. Researches and collects information necessary to resolve customer problems, and responds to inquiries either orally or in writing. Provides information, instruction, and assistance to other City staff, and ensures residential and commercial program coordination. Schedules and conducts customer surveys to determine recycling potential. Assists in developing marketing and promotional strategies, materials, and presentations to enhance program participation. Develops and provides recycling educational materials to schools, organizations, and the public. Assists in planning and implementing revisions to existing programs, policies, and administrative procedures. Processes program forms to Utility, Information Systems Services, and Accounting to ensure payment/billing credits. Maintains statistical and financial reports that measure program efficiency and effectiveness. Performs related work as required.

Other Important Duties

Keeps abreast of all state and federal laws relating to Recycling Programs. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of the implementation and administration of recycling practices and procedures. Knowledge of utility operations, ordinances, rates, policies, and procedures. Knowledge of solid waste practices and techniques. Knowledge of the principles and techniques of marketing and public relations. Working knowledge of recycling methods, techniques, practices, and regulatory constraints. Ability to bring customers, suppliers, contractors, and lending institutions together to accomplish marketing and waste reduction goals. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to deal tactfully, persuasively, and effectively with others. Ability to communicate effectively, both orally and in writing. Ability to perform mathematical computations and prepare and maintain complex records and reports. Ability to perform field inspections. Ability to operate the Customer Information System. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in public or business administration, biological sciences, public relations, environmental management, behavior or general science, or a related field and one year of experience that includes energy/solid waste management, utility/recycling marketing, utility/solid

waste customer service, or a related area, or two years of staff or administrative experience; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment. (At the department director's discretion the noted license may not be required).

Established: 07-24-90
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04-22-04*
07-23-11*