

Job Description
Transfer Station Attendant

Position: Transfer Station Attendant	
Reports To: Director of Public Works	Revised: March 2, 2020
This Position is: <input type="checkbox"/> New <input checked="" type="checkbox"/> Existing <input checked="" type="checkbox"/> Revised	

Job Summary:

The Transfer Station Attendant is responsible for the safe, efficient and effective operation of the Transfer Station; monitors and ensures Municipal residents are disposing of garbage, recyclables, and other material at the transfer site in a safe manner in conformity with Trent Lakes policies and all applicable Ontario Regulations and the Environmental Protection Act.

Duties and Responsibilities:

- Safely oversee the use by residents of the disposal systems available at the transfer stations, including monitoring proper sorting and placement procedures of material placed for disposal;
- Opening and closing the transfer station gates according to schedule and completing all tasks required for the opening and closing of the site;
- Greeting of the public, waste haul truckers at the transfer station site and check for appropriate transfer station identification;
- Explain transfer station procedures to general public; monitoring materials to prohibit disposal of prohibited items;
- Inspection of waste loads for compliance with Certificate of Approval criteria;
- Maintain waste records for filing, as directed;
- Provide daily cleaning and regular maintenance of the transfer station building and keeping transfer station clean, picking up debris;
- Maintain and organize all compartments, bins and areas used for the collection of material;
- Supporting other staff, in executing assigned tasks, particularly in mentoring less experienced staff assigned to related work duties. This includes assistance as required during the absence of other staff due to illness, vacation or other leave;
- Present a professional and respectful image of the Municipality;
- Provide excellent customer service;
- Ensuring safety procedures are followed; using appropriate safety equipment and Personal Protective Equipment (PPE) during transfer station operations;
- Perform daily inspections as required;
- Collects monies for tipping fees and the proper receipting for each transaction;
- Balance cash and print out cash register receipting for submission to Municipal office;
- Attend seminars and training as required.

Qualifications:

- Completion of high school diploma or equivalent;
- Minimum of one-year experience performing job related duties;
- Knowledge of Ministry of Environment and Climate Change as well as Ministry of Natural Resources regulations an asset;
- Knowledge of hazards and applicable safety rules.

Job Description Transfer Station Attendant

Key Competencies:

- Demonstrated communication skills including the ability to listen, responding with tact and courtesy;
- Proven ability to remain calm and deal with minor conflicts or complaints professionally and respectfully;
- Ability to work independently with minimum supervision;
- Ability to work within the policies and procedures that are defined by the Municipality;
- Demonstrated customer service skills with a general understanding of resident needs;
- Ability to process straight forward financial transactions as they relate to tipping fees and dog licenses;
- Exhibit a high level of initiative, work performance and responsibility in the performance of duties;
- Ability to establish and maintain effective working relationships with the public and other Municipal employees;
- Ability to manage job related stress.

Health and Safety:

All Employees are responsible to be aware of, understand and follow Occupational Health and Safety regulations by taking reasonable precautions to protect themselves and fellow workers from health hazards and unsafe situations. Employees are required to follow any Health and Safety policies and procedures established by the Municipality.

Supervision:

This position does not require the incumbent to supervise or direct the work of others.

Contacts:

Internal: Roads Foreperson, Director of Public Works, other team members and office staff.

External: With the hauling contractors and the general public to provide information, ensuring polite and tactful relations.

Working Environment:

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the employee will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- Some exposure to physical and health hazards;
- Exposure to severe weather condition, (snow, wet weather, heat, humidity, freezing rain);
- Potential for stress triggered by dealing with the public in ongoing manner e.g. collection of tipping fees, refusal of entry to non-cardholders or non-compliance, public inquiries, etc;

Physical Demands:

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

While performing the responsibilities of the job, the employee is required to talk and listen. The employee is often required to stand for long periods of time and use their arms and hands to use

Job Description
Transfer Station Attendant

PPE to sort materials and fingers for using the cash register. There is a moderate degree of physical skills, lifting (approximately up to 40 lbs.), coordination and speed required. Activities include reaching, sitting, standing, visual attention to details and movement of moderate weight materials. Frequently performs repetitive tasks. This job has some capability to control interruptions and pace of work.

Impact of Error:

- Loss of revenue to the Municipality;
- Failure to maintain site in good condition creates public safety issue and could impact the Municipality if the Ministry of Environment issues an order;
- Misinterpretation of data or inaccurate information could reflect poorly on the Municipality;
- Poor customer service could reflect poorly on the Municipality.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

I have read the job description and understand the job requirements of this position and the expected standards of performance.

Employee

Date