

FLSA STATUS	Non-Exempt	CIVIL SERVICE	No
UNION	None	TELECOMMUTE ELIGIBLE	Yes
DEPARTMENT	Recycling	DEPARTMENT NUMBER	843
REPORTS TO (TITLE)	Community Development Director	JOB FAMILY	Community Development
PAY GRADE	7	DATE OF LAST REVIEW	December 2023

NATURE OF WORK

The third level of the Recycling Center series oversees the day-to-day operations of the Ottumwa/Wapello County Recycling Center, including supervising staff and allocating resources, meeting Federal, State, and local requirements, regulations, codes and/or standards. Educates the public about the recycling programs, its rules, and procedures; handles all customers' complaints. Coordinates activities between recycling brokers, truckers, vendors, and employees. Schedules and handles all hazardous waste appointments to dispose of these according to regulations. Provide reports and updates to the direct supervisor and Iowa DNR.

DUTIES / RESPONSIBILITIES *(These are the highlighted responsibilities of the position. An employee in this position may also be required to perform other related duties as assigned.)*

1. Answer calls and emails on a daily basis to assist the public with questions and issues regarding recycling programs (ex.: payment for appliances recycling). Handles complaints.
2. Ensures compliance with recycling program rules and regulations. Monitors for contamination. Contacts residents / businesses with concerns and to facilitate and grow the recycling program.
3. Develops the marketing plan of recyclables to locate and acquire recyclables for the recycling plant. Arranges and prepares the recycling advertisement.
4. Acts as a liason to state and local solid waste to keep current on new technologies and recycling programs.
5. Writes grants, puts together solid waste packets and paperwork.

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

N/A

SUPERVISORY RESPONSIBILITIES

Evaluates and signs performance reviews, approve timecards, conduct job interviews, reward/discipline etc. of regular, part-time and contract employees in the Recycling Department. Makes hiring, termination, and disciplinary decisions.

TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS

High School Diploma or equivalent (G.E.D.)
AND
Two (2) years of experience in customer service relations, retail, banking, call centers and/or public contact;
OR
An equivalent combination of education/training and experiences which provide the required knowledge, skills, and abilities.

LICENSING / SPECIAL REQUIREMENTS

Valid driver's license

SKILL / ABILITIES REQUIREMENTS

- Basic knowledge of office practices and procedures.
- Communication skills to deal with customers and other stakeholders.
- Ability to resolve conflict and deescalate issues with customers, employees, and other contacts.
- Basic knowledge or ability to learn about the recycling industry, policies, and regulations.
- Ability to prepare records and reports.
- Ability to use computers and relevant software (ex.: Microsoft Office). Requires frequent use of Microsoft Office Suite (Word, Excel, and Outlook).

WORKING ENVIRONMENT / CONDITIONS

The working environment / conditions for this position may include:

- Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.)
- Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation, etc.)
- Hazardous Materials (chemicals, blood, other body fluids, etc.)
- Extreme temperatures
- Inadequate lighting
- Intense Noise
- Environmental (challenging behaviors, imminent danger, threatening environment)
- Ability to work outdoors including adaptability to reasonable cold and warm weather, extreme temperatures, precipitation and various levels of light.
- Ability to maintain balance walking across uneven terrain.

PHYSICAL REQUIREMENTS

Positions in this class typically require: standing, walking, fingering, talking, hearing and seeing. Ability to work in an environment with extreme temperature and with hazardous materials

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Ability to wear common protective or safety equipment such as safety shoes, glasses, gloves, hearing protection and / or hard hats as needed.

CLASSIFICATION HISTORY

DATE	COMMENT
December 2023	Updated per PDQ by BC

EEOC

The City of Ottumwa is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT	
I have read the job description and can perform the essential functions of the job either with or without a reasonable accommodation.	
Date	Signature

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.