



**Operational Support Technician**  
**Charlottetown, PEI**  
*January 2019*

**EXTERNAL COMPETITION**

**Job Description:**

Island Waste Management Corporation is seeking interested individuals for the position of Operational Support Tech (OST). This position will be based out of IWMC's Charlottetown Office at 110 Watts Avenue.

The purpose of the position is to assist the Customer Service Department (CSC), the Disposal Department and other administrative departments in a variety of tasks on a regular, semi-regular or as-needed basis in various locations primarily, but not limited to, Queens and Kings Counties.

**Responsibilities:**

**Household Hazardous Waste (HHW)**

- Responsible for the direct handling (acceptance, screening, classification, lab-pack preparation, documenting, reporting and shipping) of household hazardous waste (HHW) at the Charlottetown HHW depot. Also responsible for the collection, sorting and packing of household batteries collected through the battery recycling program

**Cart Control**

- Deliver, exchange and repair residential compost and/or waste carts
- Unloading of tractor trailers of new carts
- Maintain cart inventory
- Cleaning of used carts
- Assess cause of damage for repaired or replaced carts

**Vehicle Control**

- Maintain service vehicle (cleaning, reporting, tires, MVI, etc.)

**Monitoring**

- Monitor spring/fall cleanup material set curbside, and tag non-compliant material if necessary
- Verify cart serial numbers as required
- Declaration confirmations
- Report abandoned carts / misused carts (residential carts at commercial locations)

**Liaise Contact**

- Liaise between the CSC and residential / commercial customers
- Assist seniors / special needs customers if required
- Conduct on-site assessments

- Conduct back yard collections and missed collections
- Assist with escalated issues

### **Roll-Off Truck Driving**

- Will be required to replace roll-off truck drivers during their absences (vacations, etc.)
- Transfer of disposal material from Waste Watch Drop-Off Centres (WWDCs) to one of three final disposal sites: Central Compost Facility (CCF), PEI Energy Systems (PEIES) and East Prince Waste Management Facility (EPWMF)
- Transfer of stewardship material (mattresses/electronics) from WWDCs to Superior Sanitation Transfer station (Summerside and/or Charlottetown)
- Transfer of C&D, wood material (ground) and brush from WWDCs to EPWMF or permitted disposal pit

### **Inspection / Scale Operation**

- At final disposal sites
- At Waste Watch Drop-Off Centers (WWDCs)

### **Administrative / Reporting**

- Work orders
- Reporting (assessments, timesheets, vehicle logs)
- Conduct courier runs

### **Other Duties as Required**

### **Qualifications/Requirements:**

- Grade 12 education (or equivalent – GED)
- Valid Class 3A driver's license
- Physically fit - able to perform various tasks (lifting, moving of carts, maneuvering drums, etc.)
- Ability to work alone or with other staff
- Ability to troubleshoot and recommend possible solutions for various situations
- Ability to work flexible hours when required (Saturdays, early openings, extended hours, alternate collections, replacement shifts, last minute shift changes)
- Ability to work with minimum supervision
- Ability to maintain a service vehicle (supplies, cleaning, regular maintenance);
- Excellent oral and written communication skills
- Customer service skills
- Ability to follow directions such as those outlined in the Occupational Health and Safety Manual
- Legible penmanship
- Some experience with computer programs such as Outlook Express, MS Word and MS Excel would be an asset
- Skidsteer and/or forklift training would be an asset
- The ability to communicate in both French and English is an asset
- ***The successful candidate must provide a Drivers Abstract that is acceptable to the Corporation prior to commencing work at IWMC. This document may be requested at an Access PEI site or at [https://www.princeedwardisland.ca/sites/default/files/forms/drivers\\_abstract\\_application.pdf](https://www.princeedwardisland.ca/sites/default/files/forms/drivers_abstract_application.pdf). The incumbent will be responsible to pay the \$25 that accompanies this application.***

**Hours of Operation:**

Monday-Friday 8:00 - 4:00; Saturdays (as needed)

Please submit resume no later than **Jan 23rd, 2019** in confidence to:

Heather Myers, Disposal Manager  
Island Waste Management Corporation  
110 Watts Ave  
Charlottetown, PEI  
C1E 2C1  
Fax: (902)-894-0331  
Email: [jobs@iwmc.pe.ca](mailto:jobs@iwmc.pe.ca)