



**Operational Support Technician  
Charlottetown, PEI  
January 2023**

**Job Description:**

Island Waste Management Corporation is seeking interested individuals for the position of Operational Support Technician (OST). This position is based in Charlottetown.

OSTs assist the Customer Service, Disposal, and other Administrative departments with a variety of tasks on a regular, semi regular or as needed basis in various locations from East Prince to Eastern/Southern Kings County.

**Responsibilities:**

**Cart Control**

- Deliver, exchange and repair residential compost and/or waste carts
- Unload tractor trailers of new carts
- Maintain cart inventory
- Clean 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 which includes visual verification of property assessments
- Report abandoned carts/misused carts (e.g., residential carts at commercial locations)

**Liaise Contact**

- Liaise between the Customer Service Center (CSC) and residential/commercial customers
- Assist seniors and customers with special requirements, as required
- Conduct on site assessments
- Conduct back yard collections; missed collections
- Assist with escalated issues

**Inspection/Scale Operation/Household Hazardous Waste (HHW) Depot**

At final Disposal Sites, Waste Watch Drop-Off Centers (WWDCs) and HHW Depot (Charlottetown):

- Inspect and weigh materials arriving at Final Disposal Sites and WWDCs. Direct traffic to appropriate drop-off areas, answer customers' inquiries and proactively inform customers of Watch Program
- Issue transaction tickets and process corresponding payments. Balance cash payments and prepare day-end transaction reports

- Maintain indoor and outdoor site premises in accordance with IWMC policies and procedures, and ensure adequate stock of supplies
- Communicate with other IWMC staff and contractors to ensure the efficient operation of WWDC or Final Disposal Facility
- Sort and pack various material types according to requirements of recycling and disposal programs
- Complete, submit and file various forms

**Administrative / Reporting**

- Work orders
- Complete assessments, timesheets, vehicle logs, etc.
- Conduct courier runs

**Other duties as required**

**Skills and Qualifications:**

- Valid driver's license (Class 3A license would be an asset)
- Grade 12 diploma (GED)
- Physically fit – capacity to lift up to 50 lb. and perform physically demanding tasks (e.g., lifting, moving carts, maneuvering drums, etc.)
- Ability to work alone or with other staff
- Ability to troubleshoot and recommend possible solutions for various situations
- Available 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;
- 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 successful candidate must provide a satisfactory Criminal Record Check
- The successful candidate must provide a satisfactory Drivers Abstract

**Salary:**

- \$20.10 – \$21.88 per hour for a minimum of 37.5 weekly work hours. Monday-Friday 8:00 AM - 4:00 PM and Saturdays (as needed).
- This position offers medical and dental benefits, and a retirement plan.

**Please submit resume prior to 12:00 PM on Monday, January 16<sup>th</sup>** in confidence to:

Jason Cheverie, Disposal Officer  
 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)