



**Program Compliance Inspector
Permanent Full Time - Charlottetown**

The Program Compliance Inspector provides support to the Customer Service Team and reports to the Customer Service Manager. Along with the Customer Service Team, the Program Compliance Inspector works closely with various IWMC staff, contracted collectors and residential customers to ensure the Waste Watch program guidelines are being followed. Waste Watch is a mandatory program aimed at reducing landfill usage through composting organics, marketing recyclables and properly managing items that require special handling and disposal. This position is based out of Charlottetown but requires Island wide travel in the “Waste Watch” vehicle.

Duties:

- Conduct on-site inspection of waste carts, compost carts and recyclables prior to curbside collection to monitor sorting compliance at residential properties which would include apartments and condos. Record findings and promote awareness of IWMC sorting and disposal guidelines using tags and printed materials, and/or in person meetings and presentations;
- Provide feedback to collection drivers, and IWMC on monitoring, awareness building and results;
- Record and address irregularities in compliance with the Waste Watch Program guidelines within residential or commercial sectors;
- Complete daily data entry of inspection results into a database that is used by Customer Service Representatives (CSRs) to provide information to customers who may call with questions (for instance, if their cart was tagged);
- Monitor inventory of tags and other operational tools, and order more as required;
- Meet with residents, property owners and/or managers to discuss compliance issues and provide necessary guidance;
- Liaise with Customer Service Center on property accessibility issues and public education;
- Maintain a safe and clean vehicle and advise Customer Service Manager of required maintenance/repairs;

- Other duties as required.

Skills and Qualifications:

- Valid Driver's license;
- Grade 12 education or equivalent;
- Effective oral and written communication skills;
- Proven ability to demonstrate patience by staying calm, courteous, and professional, even when dealing with difficult or angry customers.
- A working knowledge of MS Office, email and cell phones;
- Self-motivated and able to work independently (including in outdoor environment) and travel in challenging weather conditions;
- Organized, able to schedule work tasks effectively, and analyze trends;
- Able to lift up to 50 lbs.;
- Knowledgeable of the Waste Watch Program, especially sorting guidelines, is an asset;
- Bilingual (English and French) is an asset;
- The successful candidate must provide a satisfactory Criminal Record Check;
- The successful candidate must provide a satisfactory Drivers Abstract.

Salary:

- \$21.65 - \$23.57 per hour for a minimum of 75 bi-weekly work hours, Monday through Friday. Note: hours of work may fluctuate (e.g., early start to meet with collection driver).
- This position offers medical and dental benefits, and a retirement plan.
- A vehicle is provided for daily use, excluding travel to and from IWMC Charlottetown office.

Please submit resume prior to noon (12:00pm) on Monday, October 30, 2023 in confidence to:

Tracy Campbell, Customer Service Manager
Island Waste Management Corporation
110 Watts Avenue
Charlottetown PE
C1E 2C1

Email: jobs@iwmc.pe.ca