

BUSINESS OUTREACH COORDINATOR

Department:	Outreach & Communications	Location:	Field/Administrative Office
Grade:	9	Date:	5/2017

DEFINITION:

Increases diversion of materials from disposal by developing, implementing, evaluating, and maintaining waste reduction programs.

DISTINGUISHING CHARACTERISTICS:

Performs responsible duties utilizing independent judgment in the planning and implementation of programs to increase waste diversion in CSWD.

Makes frequent contact with haulers, businesses, institutions, organizations, and the general public and works on problems that require a sophisticated degree of judgment, initiative, courtesy, and tact.

Has regular access to information on businesses, institutions, organizations, and the general public relating to violations of the Solid Waste Management Ordinance while providing non-regulatory technical assistance. Has access to confidential information included in Solid Waste Management Ordinance compliance records, solid waste hauler data, and waste generator data.

Part of work is in the field at businesses, institutions, solid waste facilities, and community events. The remainder of work is undertaken at the Administrative Office.

SUPERVISORY CHARACTERISTICS:

Works under the general management guidance of the Director of Outreach and Communications.

Negotiates and manages contracts with grantees and vendors.

Supervises interns and volunteers as required and when available.

EXAMPLES OF WORK PERFORMED:

Provides information to businesses, institutions, and residents on solid waste management options in person and via CSWD facility tours, phone, e-mail, mail, and social and other media.

Plans, implements, promotes, and evaluates business waste reduction programs and assists with the planning, implementation, and promotion of other waste reduction programs. Educates businesses on all relevant Ordinance and Act 148 requirements.

Identifies businesses and institutions not currently meeting recycling, organics management or other diversion requirements, and those with programs needing improvement. Assistance may include presentations, waste assessments, technical assistance, market connections and infrastructure improvements.

Identifies businesses worthy of CSWD recognition for outstanding efforts and assists with designing and implementing business recognition efforts.

Monitors exterior recycling and food scrap infrastructure provided by haulers to ensure that service and labeling meet business needs and CSWD requirements.

Maintains inventory of deskside recycling bins.

Assists with Event Outreach Program, including planning, promotion, and implementation at events. Assists with educating event planners, venue owners, and event vendors on all relevant Ordinance and Act 148 requirements. Assists with the preparation and staffing of CSWD booths at special events.

Designs and manages incentive grant programs for businesses and institutions.

Maintains data on business outreach programs.

Works with Compliance Department staff to assess, initiate, and track enforcement investigation, action, and outcomes involving businesses and institutions in violation of the Solid Waste Management Ordinance.

Represents CSWD on local and state committees and to other organizations.

Prepares reports and other documents as necessary; appears before the Board of Commissioners and committees as required.

Adheres to District safety programs and policies.

Errors could result in monetary loss to the District, confusion and delay, adverse public relations, a decreased level of services, or legal repercussions.

Performs all other related work as assigned.

ESSENTIAL DUTIES:

Develops and maintains effective working relationships with local, state, and regional officials, other solid waste districts, solid waste haulers, businesses, institutions, and organizations.

Informs and negotiates with haulers, businesses, institutions, and the general public in order to influence behavior.

Functions under pressure and meets deadlines while maintaining a cheerful and helpful attitude.

Works independently and is self-managing.

WORKING CONDITIONS:

Good working conditions with occasional exposure to unpleasant elements and working with solid waste.

Duties require occasional light to moderate physical effort.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Resolves complaints utilizing diplomacy, discretion, persuasiveness, and resourcefulness. Ability to work with a wide range of age groups and personalities.

High level of oral and written communication skills and aptitude at presenting to a wide range of audiences.

Planning and organizational skills.

Experience working as an educator.

Proficiency in word processing, spreadsheet, database and presentation software.

Ability to maintain confidentiality of records and information.

Knowledge of solid waste issues and industry. Familiarity with local, regional, and state regulations pertaining to solid and hazardous waste.

Valid driver's license and access to vehicle.

RECOMMENDED QUALIFICATIONS:

Bachelor's Degree and two years of related experience or any equivalent combination of education and experience.