



JOB DESCRIPTION

POSITION:	Green Depot Attendant
EFFECTIVE DATE:	October 19, 2020 (possibly earlier)
DEPARTMENT:	Operations
REPORTS:	Sustainability Coordinator
DIRECT REPORTS:	None
WAGE:	\$19 / hour

INTRODUCTION

The University Neighbourhoods Association (UNA) is a unique non-profit society created to provide community services to 12,500 residents living in designated neighbourhoods on UBC Vancouver Campus.

The Green Depot ("The Depot") is a repurposing and recycling centre, operating out of Wesbrook Community Centre, and serves residents and other community members within the UNA and UBC.

As an employee of the UNA, you will join a team committed to community health and wellness and be part of an inclusive, flexible, and rewarding workplace.

JOB SUMMARY

As the face of the UNA's Green Depot, the Green Depot Attendant is responsible for providing general customer service, administrative, and operational duties, to contribute to the UNA's efforts to divert waste from landfill and promote responsible item ownership and waste disposal of community members. This will be a part-time, temporary position.

OVERALL GOALS FOR THE POSITION

1. Contribute to landfill waste diversion in the community.
2. Contribute to community education of responsible waste disposal and item ownership.
3. Help with the benchmarking and measuring of waste diversion through the Green Depot.

ROLES, RESPONSIBILITIES AND EXPECTATIONS

1. Greet Green Depot patrons.
2. Keep up-to-date on best practices for repurposing and recycling options.
3. Answer public enquiries in person and educate visitors to the Depot.
4. Help patrons process items to repurpose or recycle.
5. Record and enter data for waste management tracking.
6. Create regular reports based on waste diversion data.
7. Assist patrons by providing information on alternative drop-off locations.
8. Maintain the cleanliness, general appearance, and good working condition of the Depot.
9. Open and close the Depot.
10. Monitor the security of the Depot during hours of operation.

11. Complete special projects and other duties as assigned.
12. Identify areas of improvement and further opportunities for waste diversion in the Depot.

SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED

Requirements

- Keenness and willingness to learn about best practices regarding sustainability and waste management
- Motivation to educate others about the importance of responsible waste management.
- Physical ability to help patrons repurpose or recycle items.

Experience requirements:

- Experience working within and/or coordinating cultural, recreation, sport or community leisure services is preferred.
- Customer service experience.

Technical knowledge, skills & abilities requirements:

- Must be proficient with technology, in particular, MS Word and Excel.
- Able to communicate effectively with a diverse population, including English language learners, children, youth, adults, and seniors.
- Able to work independently and as part of a team.
- Able to establish and maintain effective internal and external relationships that involve wide range of stakeholders.
- A second language is an asset.

Soft skill requirements:

- Build Relationships – Establish and maintain effective working relationships internally and externally to achieve the goals of the UNA.
- Creativity/Innovation – Develop new and unique ways to improve operations of the UNA and to create new opportunities.
- Focus on Community Needs – Anticipate, understand, and respond to the needs of internal and external members and residents to meet or exceed their expectations within the UNA parameters.
- Make Decisions – Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the UNA.
- Organize – Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- Solve Problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Communicate Effectively – Demonstrate excellent verbal and written communication skills.
- Foster Teamwork – Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance effectiveness.
- Adaptability – Demonstrate flexibility, versatility and tolerance in a changing work environment while maintaining effectiveness and efficiency.
- Discretion – Understand and demonstrate ethical behaviour and business practices.