



Customer Service - Recycling Representative

Our recycling centres offer customers a bright, clean and well-organized way to recycle on Vancouver Island.

Over the years, we have expanded our recycling services to include many different recycling programs. By making recycling a positive experience, we hope that we're able to encourage more individuals to do their part, thereby benefiting all of us – both locally and globally.

Our Customer Service - Recycling Representatives are an integral part of our operation, and keep things running smoothly by ensuring essential customer service, sorting, cleaning, and counting activities are completed efficiently and effectively. This position is the foundation of our team – without our Recycling Workers, we wouldn't be able to do what we do!

Duties & Responsibilities include (but aren't limited to):

- Providing excellent customer service.
- Educating clientele about accepted products and recycling programs.
- Answering customer questions appropriately and professionally (both in person and on the phone).
- Using point of return till operation and handling cash.
- Daily cleaning of the front/back areas.
- Counting accurately, and in a timely manner.
- Sorting a variety of products according to types efficiently.
- Helping co-workers in day-to-day duties, demonstrating a team-focused attitude.
- Changing bins, bags, and boxes when filled.
- Moving products inside and outside of the facility.
- Following established and future company guidelines, policies and safety codes.
- Working directly with and taking direction from the Location Manager/Assistant Manager.

Personal Attributes for Success:

- Must be a team player.
- Organized, reliable, keen, and willing to work.
- Skilled at multi-tasking and excels in a fast-paced work environment.

Essential Skills/Qualifications:

- Solid basic math skills, and an aptitude for numbers.
- The ability to safely lift 30 lbs.
- The physical ability to fulfill the requirements of the position (prolonged standing, repeated bending and lifting).
- Strong verbal communication skills.
- The ability to understand and follow established safety policies and procedures.



Working Conditions:

- The ability to work in an environment with a moderate to high noise level.
- Requirement to wear personal protective equipment.
- The ability to work in a variety of weather conditions.