



## Career Opportunity HOTLINE AND SCALE HOUSE OPERATOR – FULL TIME

The Valley Region Solid Waste-Resource Management Authority (Valley Waste-Resource Management), an inter-municipal organization providing solid waste-resource services for the Municipality of Annapolis County, the Municipality of the County of Kings and the Towns of Annapolis Royal, Berwick, Kentville, Middleton and Wolfville, is seeking candidates to fill the full time position of **Hotline and Scale House Operator**.

The Hotline and Scale House Operator reports to the Communications Manager and Operations Manager and is accountable for all aspects of operating the Hotline in the Administration Offices and the weigh scale at the Management Centre Site. The Successful incumbent will:

- **Become thoroughly familiar with VWRM Occupational Health and Safety Policies and Safe Work Practices, especially those pertaining to waste-resource inspection, operations of relevant vehicles and equipment, management centre operations, etc.**
- **Hotline Duties – Client Enquiries (approximately 14 hours per week)**
  - Answer telephone calls responding to questions from the public about waste sorting, collection days, problems with schedule of pick up due to weather or other issues, follow-up calls, etc.
  - Maintain a suitable list of information and frequently asked questions/responses.
  - Refer enquiries to the appropriate person/team member for resolution when needed.
  - Maintain Hotline messaging system during holidays and storm cancellations.
  - Keep records and data as needed to support and develop the function as well as support the work of other staff including but not limited to the Management Team and the Education and Enforcement Team.
- **Scale House Duties (approximately 26 hours per week)**
  - Identify and register incoming vehicles with scale software,
  - Record weights, types and sources of incoming waste; Prepare weigh scale reports,
  - Inspect incoming material and direct vehicles to suitable receiving locations in cooperation with other site personnel,
  - Issue receipts/invoices to customers and collect fees; handle daily cash float and receipts as directed,
  - Cleaning and maintaining the scale platform base to ensure safe and accurate operation.
- **Financial and Administrative Duties**
  - Treat public courteously at all times,
  - Prepare and balance general bank deposits,
  - Work in conjunction with collection contractor to resolve collection related issues,
  - File management of incident reports and civic address matters; Mail out calendars and other correspondence as needed,
  - Prepare incident reports (illegal dumping, green cart/mini bin requests) and direct those to the appropriate person,
  - Service front counter enquiries, green cart and mini bin requests.

**The successful incumbent will have:**

- Grade 12 preferred and/or experience in municipal operations
- Must have good telephone manner and problem solving skills and abilities
- Excellent people, organizational and time management skills
- Able to assimilate a wide range of information and able and willing to work in a team environment
- Experience with Solid Waste and/or municipal administration an asset
- Familiar with standard office computer applications
- Familiar with maps and mapping systems
- Willing to work overtime when required
- Valid Nova Scotia Driver's License
- Must be bondable

This is a Full Time position including a comprehensive benefits program. The annual salary for this position is \$36,976.00. Hours of work vary Monday-Saturday. Valley Waste-Resource Management offices are located at 90 Donald E. Hiltz Connector Road, Kentville, Nova Scotia. Please submit your written application by **4:30pm, local time, October 20, 2017**. Please merge your cover letter and resume into one document. **Submissions should outline the applicant's education, past experience, training and other related qualifications that would allow the applicant to successfully perform the duties of the position.**

**To Apply:**

- Please demonstrate in your application how you meet the above qualifications.
- To apply for this position, please e-mail your application (cover letter/resume) to [careers@vwr.com](mailto:careers@vwr.com) or drop off a copy of your application in person.
- Offer of employment is conditional upon the completion of all applicable background checks and confirmation of credentials, the results of which must be satisfactory to the employer or will result in termination of your employment. Checks may include one or all of the following: references, employment verification, criminal background and education.