



CEDAR RAPIDS LINN COUNTY SOLID WASTE AGENCY

Seasonal Customer Service Diversion Specialist

(2) Full-time positions available

- Hourly Wage:** \$18.00
- Type:** Seasonal (Full-time)
- Location:** Site 2, 1954 County Home Rd, Marion, IA
- Schedule:** Monday-Friday (8:30am-4:30pm) with one day off during the week.
Saturdays (8am - 12:30pm)
- Duration:** Seasonal (Maximum 4 months starting in August)
- To Apply:** Email resume or application to hr@solidwasteagency.org or mail hard copy to Solid Waste Agency, 1954 County Home Rd., Marion, IA 52302. Applications are available at www.solidwasteagency.org/about-us.

CEDAR RAPIDS LINN COUNTY SOLID WASTE AGENCY

***Seasonal* Customer Service Diversion Specialist**

JOB DESCRIPTION

Summary of Position

The Customer Service Diversion Specialist is a temporary seasonal position (4 months maximum) that will assist in education and waste diversion efforts at the Cedar Rapids Linn County Solid Waste Agency (CRLCSWA). This position will be responsible for communicating with customers utilizing Agency facilities. Diversion Specialist will address questions, educate, and inform customers about recycling and reuse programs to increase diversion and reduce contamination both at the customer convenience wall and in the resource recovery building. This position will perform traffic control and housekeeping duties including litter control, sweeping, and organizing in designated work areas as needed.

Work is performed under the direction of the operations manager. Works cooperatively with the EHS manager and labor staff.

Position Responsibilities

- communicates with customers about Agency waste diversion and disposal programs
- direct customers to divert waste from landfill by informing of accessible recycling or reuse programs
- educates customers and answers questions about Agency services and best practices for waste disposal and recycling
- performs litter control tasks in work areas as needed
- general customer assistance working in outside at convenience wall and inside the resource recovery building
- assists with traffic control in work areas as needed
- performs customer surveys as needed
- adheres to all safety rules established
- performs related work as required

Minimum Qualifications

- **Education:** high school diploma or equivalent required
- Must have valid driver's license to operate Agency vehicles
- **Experience:** must have excellent customer service experience or similar experience and training which provides the required knowledge, skills and abilities

Knowledge, Skills & Abilities

- skills in customer service
- ability to communicate clearly with staff and customers
- knowledge of recycling and sustainable practices for materials management
- knowledge of safety rules and accident prevention practices
- sufficient vision, with or without reasonable accommodation, which permits the employee to work unattended onsite and along roadways.
- sufficient manual dexterity and mobility, with or without reasonable accommodation

Pre-employment Testing: drug screen

FLSA Status: non-exempt

Job Type: seasonal temporary employment (full-time)

Benefits: non-eligible