

# *Municipal Joint Services Board, Lunenburg Region*

## *Position Job Description: Outreach/ Compliance Officer*

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### **Position Overview:**

On behalf of the Municipal Joint Services Board, the Lunenburg Regional Community Recycling Centre (LRCRC) serves residents and businesses in the Municipality of the District of Lunenburg and the Towns of Bridgewater and Mahone Bay.

The Outreach/ Compliance Officer's primary role is to ensure effective delivery of the LRCRC education, outreach and compliance programs with respect to the Solid Waste Collection and Municipal Solid Bylaws and Nova Scotia Solid Waste-Resource Management Regulations. This includes curbside waste collection inspection and waste audit at the transfer stations.

The LRCRC education and outreach division is part of the Administrative team of the MJSB. The Outreach/Compliance Officer forms part of the support team in the LRCRC office.

### **Team Responsibilities**

- To work with LRCRC staff including scale house operators, public drop off bin attendants and transfer station staff to ensure waste loads delivered to the LRCRC are sorted correctly and to follow up on compliance issues by providing education and enforcement, as required.
- To work with LRCRC Environmental Team Supervisor, Site Supervisor and Outreach & Communications Supervisor to deliver waste-related education to identified businesses and residents.
- To work with enforcement and other administrative staff within the three MJSB partner units on waste education and compliance issues.
- To liaise with the contracted waste hauler for the three MJSB partner units on curbside waste issues to provide waste education and waste by-law compliance, as required.
- Serve as part of the administrative team to provide support as required.

### **Job Responsibilities**

#### **Outreach**

- Conducts public relations outreach programs including workshops, event booths and presentations to promote recycling, proper waste separation and waste reduction.
- Maintenance of co-operative relationships with the Industrial, Commercial and Institutional sectors (IC&I), providing support, education and information about waste management and proper waste separation.
- Conducting compliance promotion visits within the IC&I sector and developing and maintaining recycling programs, undertaking waste audits and staff training.
- Assisting in preparation of monthly reports to the Municipal Joint Services Board on waste management programs and services.
- Responding to inquiries made by the public concerning waste management issues and programs.

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- Annual public space visits to ensure proper signage and containers.
- Work with non-profit organizations to provide support in waste management initiatives.
- To assist the Outreach & Communications Supervisor as required.
- Other duties, as assigned by the Chief Operating Officer.

### **Compliance**

- Responds to alleged violations or complaints, gathers evidence, contacts land owners, prepares letters with compliance notices and promotes by-law compliance of the Solid Waste Collection and Disposal By-laws, Regulations of the Admission and Disposal of Waste at the LRCRC.
- Ensures compliance with the by-laws and regulations.
- Responds to written complaints regarding by-law infractions and public inquiries on by-law information.
- Oversees illegal dumpsite inspections, organizes clean up and on-going monitoring when necessary.
- Issues letters and conducts outreach visits within the community in an effort to achieve compliance with by-laws and regulations.
- Liaise with Nova Scotia Department of Environment and other municipal departments to resolve waste-related compliance issues.
- Investigates all alleged waste-related violations and complaints, makes recommendations and takes steps to remedy violations.
- Maintains accurate, orderly files on all complaints/violations received and investigated.
- Conducts audits and inspections on loads delivered and/or received at the LRCRC.
- Maintains information gathered during inspections.
- Provides education and tracks customers transporting unsecured loads to the LRCRC.
- Provides follow up regarding littering complaints and develops community litter abatement initiatives.

### **Administrative Support**

- Perform other office related duties and provide administrative support, as required, from time to time

## **Essential Criteria and Competencies**

### **Education and Experience:**

- Grade 12 or higher with three years' experience in public relations and administration preferred.
- Must possess excellent grammar skills.
- Knowledge of Microsoft Word, Publisher, Excel and Outlook are required.
- Ability to work effectively with the public is essential.
- A valid Nova Scotia driver's license is required.
- Excellent organization and time management skills are required.
- Ability to compile accurate written records detailing observations and actions taken.
- Ability to work flexible hours (working before or after regular hours or working weekend outreach events).

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- Must be able to work independently, in a team setting and organize tasks under pressure.
- Special constable status would be considered an asset.

### **Direct Reporting Hierarchy**

**Report to:** Outreach & Communications Supervisor

**Supervision:** Summer students

### **Position Category**

Education and Compliance

### **Compensation**

Rate of pay will be commensurate with qualifications and experience.

### **Work Conditions**

Work requires planning, time management and prioritization to effectively deal with workload. This position may involve confrontational situations. This position also requires work outdoors and exposure to a variety of weather conditions. Work may require moving and lifting items in accordance with waste volume weight limits outlined in the municipal waste by-laws.

### **Personal Attributes:**

1. Effective verbal and written communications skills
2. Effective interpersonal skills
3. Maintains standards of conduct
4. Negotiation skills
5. Analytical and problem solving skills
6. Professionalism
7. Consistent and fair
8. Knowledge
9. Adaptable
10. Creative