



Scale House Attendant - Permanent - Part Time

The qathet Regional District is seeking a dynamic individual to fill the position of permanent, part-time Scale House Attendant starting in April 2025. Candidates must be available to work on Thursdays, Fridays, and Saturdays each week, with occasional shifts on other days of the week.

Reporting to the Waste Diversion Supervisor, Attendants are responsible for delivering Scale House services and engage in cross training on local waste diversion practices, facility upkeep, emergency procedures, and health and safety. To be successful within this position, candidates must demonstrate strong communication skills, teamwork, attention to detail, mathematical accuracy, and proficiency handling financial transactions.

Key Duties and Responsibilities *include the following:*

- Identifying incoming materials and directing drivers to appropriate unloading areas.
- Weighing and recording incoming and outgoing materials using scale software and equipment.
- Reconciling financial transactions and balancing material reports.
- Responding to inquiries about waste disposal processes, site procedures, and programs.
- Providing general administrative and clerical support to the Waste Diversion Supervisor and Manager of Environmental Services.

Qualifications / Requirements

- Preferred
 - Experience and knowledge of scale house and transfer station operations, preferably in a local government setting.
 - Post-secondary education in accounting or bookkeeping is considered an asset.
- Required
 - High School Diploma
 - A minimum of six (6) months experience in a related field or an equivalent combination of training and experience.
 - Proficient in Microsoft Office software for email, word processing, and spreadsheets.
 - Class 5 BC Driver's License.

Deadline for Applications is 4:00pm on April 4, 2025

Interested applicants are invited to submit a cover letter and resume to:

Attn: Jason Kouwenhoven, Manager of Environmental Services
qathet Regional District
202 – 4675 Marine Avenue, Powell River, BC V8A 2L2
Email: employment@qathet.ca

The 2024 wage for this position is \$31.91 per hour. Hours of work will be scheduled between 7:30 am and 6:00 pm, Monday through Saturday, to support facility operations. The position is subject to CUPE Local 798 Collective Agreement. We thank all applicants for their interest. However, only those selected for an interview will be contacted.



Job Description
Scale House Attendant

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| Department | Environmental Services Division, Asset Management and Strategic Initiatives |
| Reports To | Waste Diversion Supervisor |
| Job Description Approval Date | May 8, 2024 |
| Job Description Approved By | Chief Administrative Officer |

POSITION & DEPARTMENT SUMMARY:

Under the direct supervision of the Waste Diversion Supervisor, the Scale House Attendant is a unionized position responsible for providing Scale House services at the Regional District's Resource Recovery Centre (RRC). The Environmental Services Division, within the Asset Management and Strategic Initiatives Department, plans, manages, evaluates, and oversees delivery of functional elements of waste management.

Serving as the first point of contact, the Scale House Attendant is a key interface between the RRC and its users, contributing to the overall efficiency, safety, and compliance of the waste management process. The Scale House Attendant is responsible for weighing and recording incoming and outgoing residential and commercial materials. Additional duties include communicating with drivers, providing site and program information, and addressing inquiries related to waste disposal procedures. Scale House Attendants collaborate with other facility personnel to coordinate the efficient flow of vehicle traffic on site.

The Scale House Attendant position requires teamwork, strong attention to detail, effective communication, efficient data entry, organized records management, a commitment to upholding the Regional District's goals, and a commitment to upholding the regulatory standards of waste management operations. Scale House Attendant shifts are scheduled to support the operating hours of the RRC, Monday through Saturday.

KEY DUTIES AND RESPONSIBILITIES

Waste Management Practices

1. Contributes to the effective implementation of waste management and diversion practices, and the promotion of environmental stewardship, by staying abreast of Regional District's Solid Waste Management Bylaws and Solid Waste Plan objectives, as per the scope of the position. Maintains knowledge of RRC policies and procedures.
2. Engages in cross-training to ensure proficiency in all aspects of the job, including scale house duties, the proper sorting and allocation (diversion) of materials on-site, emergency procedures, public safety, and occupational health and safety.

Customer Service

3. Serves as the first point of contact for the RRC, welcoming both residential and commercial customers. Conducts all customer interactions adhering to the Regional District's customer service standards, ensuring a consistently professional and courteous environment. Fosters a positive customer experience by:
 - a. Advising and explaining applicable tipping fees for different material types
 - b. Communicating directions to proper disposal areas within facility, as per materials type(s)
 - c. Educating the public on waste, recycling, and organic disposal practices
 - d. Responding to general inquiries and effectively problem solving

Scale House Weigh Scale Operations

4. Maintains a high level of proficiency in operating Scale House equipment, including inbound and outbound scale, traffic control equipment, camera and video systems, and communication devices.
5. Conducts routine housekeeping duties for the Scale House. Supports the maintenance, functioning, and calibration of scale house equipment to ensure continuity of scale house services.
6. Works in cooperation with other Scale House Attendants to efficiently process high transaction volumes, contributing to the smooth operation of the facility by:
 - a. Directing traffic flow using signal lights to stop/start incoming and outgoing vehicle movement
 - b. Conducting screenings and inspections of loads to identify materials being received
 - c. Diverting recyclable materials to a recycling facility whenever possible
 - d. Determining applicable tipping fees as per qRD Bylaws

Scale House Financial Transactions

7. Performs scale house operations to ensure financial transactions of received materials are as per the Regional District's Fees and Charges Bylaw and accounting procedures. Duties relate to:
 - a. Identifying customer type and creating and updating customer accounts, as per policy
 - b. Utilizing a solid waste software program and scale equipment to record incoming and outgoing vehicle weights
 - c. Ensuring material types and weights are recorded accurately
 - d. Applying correct tipping fee to material received
 - e. Collecting and processing payments or account charges, and issuing receipts
 - f. Balancing and reconciling daily transactions
 - g. Preparing and handling bank deposits
 - h. Compiling daily and weekly sales summaries / reports on financial data, materials quantities, and operational metrics as per established parameters

Materials Management

8. As per the direction of the Waste Diversion Supervisor, works diligently with site personnel to ensure the accurate sorting of materials into designated bins and disposal areas, and prevents prohibited materials from entering the general waste stream by:
 - a. Maintaining an understanding of site rules and regulations
 - b. Maintaining understanding of recycling programs affiliated with the site
 - c. Directing customers to separate mixed loads into appropriate areas on site
 - d. Monitoring site camera feeds
 - e. Advising customers on facility procedures and layout
 - f. Educating customers on the best practices for waste diversion, within scope of position
 - g. Reporting non-compliance incidents to the Waste Diversion Supervisor
9. Assists with waste diversion tasks as requested by the Waste Diversion Supervisor.

Facility General Operations

10. Provides reception services for the RRC site and provides general administrative and clerical support to the Waste Diversion Supervisor and Manager of Environmental Services, as directed.
11. Performs Scale House opening and closing shift responsibilities. Adheres to security protocols and maintains situational awareness to uphold safety and security during facility operations.

12. Participates in daily briefings to stay aware of any hazards, special procedures, or educational topics in order to safely and effectively perform duties.
13. Contributes to the overall cleanliness and organization of the site, including assisting operations staff with minor outdoor tasks such as litter pickup or moving small debris/items during periods of lower customer activity.
14. Undertakes other duties and special projects as assigned by the Waste Diversion Supervisor and Manager of Environmental Services.

EDUCATION, EXPERIENCE & TRAINING:

Preferred:

1. Experience and knowledge of scale house and transfer station operations, preferably in a local government setting.
2. Post-secondary education in accounting or bookkeeping is considered an asset.

Required:

1. High School Diploma along with at least six (6) months of experience in a related field or an equivalent combination of training and experience.
2. Proficient in Microsoft Office software for email, word processing, and spreadsheets.
3. Class 5 BC Driver's License.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of environmental legislation and Regional District bylaws related to waste diversion and recycling programs and best practices. Demonstrates understanding of different material types and proper sorting/disposal in relation to Regional District diversion programs.
2. Knowledge of WorkSafe BC Regulations and safety protocols related to the position. Demonstrates adherence to safety protocols and procedures for working near vehicles/equipment, ensuring the safety and well-being of personnel and customers.
3. Demonstrates proficiency in utilizing equipment and software programs required for success within the position (e.g., scale equipment, office and sales equipment, MS Office programs, waste management programs, cameras, radios, etc.).
4. Demonstrates exceptional customer service, interpersonal, and communication skills; proficiently handling customer inquiries, providing clear instructions to direct the actions of customers, and efficiently addressing concerns or conflicts in a courteous and tactful manner.
5. Demonstrates strong attention to detail and accuracy with excellent math skills to efficiently calculate fees and execute cash handling proficiently.

6. Demonstrates superior organizational and time management skills in a high-pressure, high-volume customer service work environment.
7. Ability to work effectively within a team, contributing to a positive, safe, and productive work environment.
8. Ability to stand or sit for long periods, work outdoors year-round in all weather conditions, and perform job tasks while encountering elements commonly associated with the handling of municipal solid waste and recyclable materials (e.g., dust, noise, odours, etc.).
9. Ability to work flexible work hours, including weekends.
10. Ability to lift, carry or organize equipment and supplies as required.

This position description has been designed to serve as a guide for the individual holding the position and for those managing and evaluating the work performed by this individual. It is in no way intended to include all the daily or ongoing tasks associated with the position, nor is it intended to be an all-inclusive list of required knowledge, skills, and abilities. This position description also serves as a foundational human resource management tool and is used by the organization to support: recruitment and selection; performance planning, monitoring and evaluation; training and development; and succession planning processes. This position description will be reviewed from time-to-time, and is subject to change to meet the needs of the organization.