



LANDSCAPE RECYCLING CENTER SPECIALIST

JOB DESCRIPTION

Department: Public Works	Division: Arbor
Work Location: Landscape Recycling Center	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Arbor Management	Union: Non-Union

JOB SUMMARY

The Landscape Recycling Center (LRC) Specialist assists Arbor Division Management in motivating and training the LRC customer service team to achieve Division goals. The LRC Specialist also assists Arbor Management Staff to analyze sales and develop action plans to increase revenue. Other responsibilities include; handling cash to ensure that daily sales match the cash register report and then delivers each day's revenue to the Finance Department; ensures that the individual and collective skills of the team are utilized effectively, and both the staff and customer experience is positive. Assists Arbor Management with recruiting and hiring appropriately to ensure LRC is fully staffed at all times. Effectively monitors the LRC site operations—ensuring consistency of product and compliance with Illinois EPA.

Distinguishing Characteristics

This class is distinguished from other Arbor classes by its impact on the LRC's public image; role in providing support; the required detailed knowledge of LRC facilities and services; and the ability to communicate using the Public Works radio system in the performance of assigned duties.

ESSENTIAL FUNCTIONS

- Assists Arbor Management with responsibility for the Landscape Recycling Center
- Consistently creates a welcoming environment for the customer by greeting and assisting; as well as quickly responding to customer inquiries and needs
- Assists LRC customers with purchases
- Estimates volumes of materials received, operates cash register to issue receipts, and collects fees associated with the distribution of processed materials
- Demonstrates desired behaviors for staff including excellent customer service, handling difficult and/or complicated sales, cash management, inventory, and follow-up with customers
- Closes out cash register at days end and delivers cash, checks, and charges from the day to the Finance Department
- Assists Arbor Management with providing a strong leadership presence on site
- Utilizes opportunities to develop action plans that improve site performance

- Regularly communicates with Arbor Management staff to discuss strengths, opportunities, and trends in marketing product
- Assists Arbor Management Staff to increase sales, promote product categories, and expand markets
- Helps Arbor Management identifying training needs and providing ongoing training opportunities to the team as needed
- Assists in the hiring needs of the LRC
- Ensures Public Works standards are met for the LRC and associate appearance at all times
- Schedules the delivery of products sold at the Landscape Recycling Center
- Prioritizes, plans, and adjusts schedules as necessary to maximize deliveries
- Assists Management in planning, coordinating, and executing all sales promotions in a timely manner
- Ensures all pricing, signage, and displays are correct at all times
- Operates site equipment when needed
- Monitors the type of material entering the Center and determines acceptability
- Performs daily preventative maintenance on equipment
- Maintains the Site in a clean and orderly manner to provide safe working conditions
- Assists LRC Equipment Operators in maintaining adequate supplies of processed materials available for distribution
- Cuts, splits and stacks firewood with a hydraulic log splitter
- Weekly removes trash from entrance road and all areas of the site to maintain professional appearance and meet Illinois EPA permit standards
- Secures Center entrances, buildings, and equipment
- Removes snow by shoveling, using snow blower on sidewalks in downtown area, and assists Public Works with snow plowing as needed
- Keeps daily logs and records as assigned
- Acts as site crew leader of seasonal and part-time personnel
- Assists with the training of other site personnel as necessary
- Performs all duties as directed by supervisor.

JOB REQUIREMENTS

KNOWLEDGE OF:

- Commercial composting process
- Customer service and retail business operations
- Occupational hazards and safety precautions and practices necessary in compost operations
- Preventative maintenance and minor repair of equipment.
- Basic accounting principles

SKILLS & EXPERIENCE

- Knowledge of and skills typically acquired through graduation from high school; knowledge of basic science math, and communication; and two years related work experience.
- Knowledge and skills in using standard materials, tools, and equipment required for standard composting practices including front-end loader, skid-steer loader, wood chipper, compost screener, dump truck, snow plow, log splitter, chain saws, and backhoes; ability to adapt to additional equipment and attachments as assigned.

ABILITY TO:

- Perform tasks under adverse weather conditions.
- Read and interpret work assigned through written and verbal instructions.
- Communicate effectively with others in both written and verbal form.
- Represent the LRC in a friendly, courteous and professional manner.
- Respond to inquiries from the public promptly, thoroughly and courteously; exercise diplomacy; calmly and efficiently gather pertinent information and refer for appropriate action.
- Exercise judgment and discretion in establishing, applying and interpreting policies and procedures.
- Maintain cooperative working relationships with others both internally and externally.
- Operate and close out a cash register
- Lift 40-70 pounds and maneuver at least 100 pounds on a regular basis
- Safely operate various site equipment when called upon
- Safely operate City vehicles requiring a State of Illinois Class B, CDL, Air Brake and Tanker endorsement driver's license and maintain a safe driving record.

CORE COMPETENCIES:

- Leadership
- Communication
- Team Work
- Adaptability / Flexibility
- Energy & Stress Management
- Decision Making & Judgement
- Problem Solving
- Accountability & Dependability
- Customer Focus

RESPONSIBLE FOR:

- Monitoring acceptability of materials and accurately estimating volumes of materials admitted to Center.
- Proper accounting and records associated with receipt of landscaping byproducts and distribution of processed materials.

- Daily handling of cash, checks, and charge revenue.
- Appropriately securing entrances, buildings, and equipment in absence of supervisory personnel.
- Safe operation of City vehicles and equipment.
- Routine maintenance of equipment used.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with general public and local businesses
- Daily contact with Arbor Management to receive and perform work assignments.

WORK ENVIRONMENT

- Works out-of-doors year round
- Works with potentially dangerous tools
- May work around potentially hazardous chemicals
- May work near sewer and automobile fumes
- May work near traffic.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIAL EFFORT REQUIRED:

- Must possess or obtain a State of Illinois Class B, CDL Air Brake and Tanker Endorsement driver's license within ninety (90) days of employment.
- Must possess an Illinois Pesticide Applicators license, or obtain one within six months of employment.
- Must work Saturdays March through December.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class:

For HR/Finance Use

Title Code	Pay Grade
EEO Category 3– Technician	