



Employment Opportunity: Recycling Hotline Information Officer Posting Date: April 15th, 2019

Job Description and Purpose

The Recycling Council of British Columbia is seeking a Recycling Hotline Information Officer to work with the Hotline team to provide waste reduction information for callers from British Columbia. The role of the Information Officer is to empower and support callers in making informed 3Rs decisions by providing information on waste avoidance, recycling services, regulations, programs and initiatives.

Skills and Abilities Required

The Information Officer should be an energetic, team-oriented person interested in MAKING A DIFFERENCE. This position requires an understanding of waste reduction, recycling, and composting issues and programs in BC. The ideal candidate will possess the following skills and attributes:

- An interest in working with environmental and/or waste management programs
- Proven knowledge of waste reduction, recycling and composting issues in BC
- Education in environmental science, resource management, geography, political science or related field
- Volunteer experience in the waste management or environmental field
- Excellent customer service skills; call centre experience an asset
- Excellent verbal and written communication skills
- Computer literacy and proficiency with MS Office applications and database software
- Self-motivated, with the ability to work independently as well as part of a team

Duties and Responsibilities

- Responding to enquiries to the RCBC Recycling Hotline by phone and email. The Hotline team responds to between 200 and 400 phone inquiries per day.
- Maintaining the currency and accuracy of information contained in the Recycling Hotline database, fact sheets, research reports and other reference materials.
- Performing miscellaneous office duties as assigned.
- Researching new issues and unusual enquiries.
- Keeping current on developments in the waste reduction field.

Position Details

This is a permanent, full-time position. The position will start May 21st, 2019. The successful applicant will work five days a week, 7 hours a day, for a total of 35 hours per week. The Recycling Hotline operates Monday to Friday 9am to 4pm. The starting wage is \$16.00 per hour. RCBC offers a benefits package after three months.

Application Procedure

Please submit cover letter & resume, **attn: Jessie Christophersen, Information Services Assistant**. No phone calls please.

Recycling Council of British Columbia
Unit 10-119 West Pender Street
Vancouver, BC V6B 1S5

Fax: 604-683-7255

Email: employment@rcbc.ca

Application Deadline: May 3rd, 2019. For information on RCBC, visit us at www.rcbc.ca.

Thank you to all who apply, only those candidates shortlisted will be contacted.