

---

# Castro Valley Sanitary District

## POLICIES AND PROCEDURES MANUAL

**POLICY TITLE:** Job Description – Zero Waste Specialist I  
**POLICY NUMBER:** 2394

**2394** Definition. Under direct supervision or direction of the Zero Waste Supervisor, this position performs professional level analytical, technical assistance, and specialized work in support of Castro Valley Sanitary District's (CVSan's) zero waste management and collection processing and disposal services; responsible for meeting goals outlined in hauler contracts or as assigned; provides assistance to CVSan management staff in areas of expertise; performs field work assignments including but not limited to the inspection of the District's various street cans; performs related work as assigned.

**2394** Supervision Received and Exercised. Direct supervision is provided by the Zero Waste Supervisor. General direction is given by the General Manager. Direction may be provided to interns and/or volunteers.

**2394** Class Characteristics. This class is characterized by including responsibilities such as coordinating and implementing programs and projects to meet zero waste goals as outlined in assigned hauler contracts or as assigned, understanding behavior that impacts diversion rates/recycling outcomes and making recommendations for improvements, and implementing changes within the scope of the division and programs.

**2394** Essential Job Functions:

**2394.4.1** Develops and implements programs to achieve contractual metrics with hauler.

**2394.4.2** Makes credible and implementable recommendations to the wide variety of municipal stakeholders based on understanding which behaviors have the most impact on diversion rates/recycling outcomes. Takes the lead in developing solutions; is a thought leader.

**2394.4.3** Designs and delivers educational programs and presentations focused on achieving sustainability goals and driving awareness of CVSan efforts in the community. Is able to understand customer base and customize programs/presentations to customer needs.

**2394.4.4** Conducts site surveys and waste audits in order to make credible recommendations to customers based on sound business rationales. Works with hauler to ensure that recommendations are in alignment with operational routing and capacity - current and planned.

**2394.4.5** Implements waste prevention, recycling, and organics programs, including business commercial, multi-family, single-family, and/or school programs.

**2394.4.7** Has a deep understanding of CVSan's overall mission and strategy and demonstrates support of CVSan's strategic goals consistently.

**2394.4.8** Works with the hauler to assist in creating overall strategy for CVSan and contract.

**2394.4.9** Cultivates and improves community partnerships by attending and participating in public events, meetings and other programs on behalf of CVSan.

**2394.4.10** Plans and coordinates bi-annual Recycles Day collection events on-site within the District for collection of electronic, hazardous, and bulky items, and distribution of materials and supplies such as bagged compost for the community.

**2394.4.11** Participate in and oversee the development of special events to inform the public of and market CVSan activities and zero waste programs.

**2394.4.12** Prepare correspondence, forms, media, informational and educational materials, and specialized documents from drafts, notes, brief instructions, or corrected copy.

**2394.4.13** Prepare, update, and submit reports for Board and various regulatory agencies.

**2394.4.14** Maintain CVSan's public street cans for litter (garbage), recycling, and/or organic materials as referred to on maps along moderate to high traffic areas, such as Castro Valley Boulevard, research and administer products and services as needed, and coordinate service referrals to hauler and staff.

**2394.15** Set up traffic controls on streets or other roadways; use safety equipment and observe all safety procedures as specified by CVSan.

**2394.4.17** Train, plan, organize, administer, review, and evaluate the work of assigned department interns or volunteers.

**2394.5** Essential Cognitive Job Functions:

**2394.5.1** Ability to comprehend and follow instructions:

**2394.5.1.1** Ability to maintain attention and concentration for necessary periods.

**2394.5.1.2** Ability to understand written or oral instructions.

**2394.5.1.3** Ability to do work requiring set limits, tolerances, or standards.

**2394.5.2** Ability to perform simple and repetitive tasks:

**2394.5.2.1** Ability to ask appropriate questions and request assistance.

**2394.5.2.2** Ability to perform activities of a routine and applicable nature.

**2394.5.2.3** Ability to remember locations and work procedures.

**2394.5.3** Ability to maintain a work pace appropriate to a given workload:

**2394.5.3.1** Ability to perform activities within a schedule, maintain regular attendance, and be punctual.

**2394.5.3.2** Ability to complete a normal work day and/or work week and perform at a consistent pace.

**2394.5.4** Ability to perform complex and varied tasks:

**2394.5.4.1** Ability to synthesize, coordinates, and analyzes data.

**2394.5.4.2** Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.

**2394.5.4.3** Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

**2394.5.5** Ability to relate to other people beyond giving and receiving instructions:

**2394.5.1** Ability to get along with co-workers, peers, and the public.

**2394.5.2** Ability to perform work activities requiring negotiating with, explaining, or persuading.

**2394.5.3** Ability to respond appropriately to evaluation or criticism.

**2394.5.6** Ability to influence people:

**2394.5.6.1** Ability to convince or direct others.

**2394.5.6.2** Ability to understand the meaning of words and to use them appropriately and effectively.

**2394.5.6.3** Ability to interact appropriately with people.

**2394.5.7** Ability to make generalizations, evaluations, or decisions without immediate supervision:

**2394.5.7.1** Ability to recognize potential hazards and follow appropriate precautions.

**2394.5.7.2** Ability to understand and remember detailed instructions.

**2394.5.7.3** Ability to make independent decisions or judgments based on appropriate information.

**2394.5.7.4** Ability to set realistic goals or make plans independently of others.

**2394.5.8** Ability to accept and carry out responsibility for direction, control, and planning:

**2394.5.8.1** Ability to set realistic goals or make plans independently of others.

**2394.5.8.2** Ability to negotiate with, instruct, and supervise people.

**2394.5.8.3** Ability to respond appropriately to changes in work conditions.

**2394.6** Non-Essential Job Functions:

**2394.6.1** Administer components of the budget for the department.

**2394.6.2** Research grant funding opportunities, prepare grant requests, and administer grants after approval.

**2394.6.3** Assist in administering franchise contract agreements.

**2394.7** Qualifications. Knowledge of:

**2394.7.1** Principles and practices of zero waste, solid waste collection, waste prevention, organics, recycling, and disposal.

**2394.7.2** Economic aspects and sources of marketing related to recycled materials.

**2394.7.3** Principles and practices of integrated solid waste management including solid waste, source reduction, recycling, composting, materials transfer and recovery, household hazardous waste, landfill disposal, pollution prevention, and public education and outreach practices related to environmental programs.

**2394.7.4** Principles and practices of public agency contract preparation and administration.

**2394.7.5** Principles and practices of grant administration and reporting.

**2394.7.6** Techniques for the effective development and dissemination of educational, informational, marketing, and media materials.

**2394.7.7** Applicable laws, codes, and regulations.

**2394.7.8** Principles and practices of public agency budget development, administration, and accountability.

**2394.7.9** Computer applications related to the work, including word processing, spreadsheet, and database applications.

**2394.7.10** Techniques for providing a high level of customer service to public and CVSan staff, in person and over the telephone.

**2394.7.11** Proper traffic control (include warning signs and cones) to provide safe passage for the traveling public through the work area, as well as for the safeguard of workers.

**2394.8** Skill to:

**2394.8.1** Plan, organize and personally participate in a comprehensive solid waste recycling program.

**2394.8.2** Develop creative and effective educational, informational and media projects, and materials to market and improve CVSan's solid waste recycling program.

**2394.8.3** Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the program.

**2394.8.4** Prepare, interpret, explain and administer complex laws, regulations, policies, and procedures.

**2394.8.5** Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

**2394.8.6** Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.

**2394.8.7** Use English effectively to communicate in person, over the telephone, and in writing.

**2394.8.8** Operate office equipment including computer equipment, software programs, and audio-visual equipment.

**2394.8.9** Work in a team atmosphere and participate in a variety of CVSan-wide committees to enhance the provision of all CVSan services.

**2394.8.10** Establish and maintain effective working relationships with those contacted in the course of the work.

**2394.8.11** Speak in public and engage the audience.

**2394.8.12** Effectively control traffic; set up, maintain and take down traffic control equipment.

**2394.9** Education and Experience. Graduation from a four (4) year college or university with major course work in environmental studies, business or public administration, natural science or a field related to the work and one (1) year of experience in developing and implementing solid waste recycling programs or a field providing the required knowledge and skills, preferably in a public agency setting. Experience in developing print media using software programs such as Adobe Design Suite is desirable. Experience in an educational or communications setting is highly desirable.

**2394.10** Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude, and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; provide recognition and encouragement.

**2394.11** License and Certification. Must possess a valid California Class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation, AED,

and First Aid certificates within a time period specified by CVSan. Must register with the Department of Justice's Livescan fingerprinting program.

**2394.12** Other Requirements. Willingness and ability to work scheduled and additional overtime as needed; attend meetings, conferences, trainings, workshops, and seminars during work and non-work hours as assigned.

**2394.13** Physical Requirements. Be able to possess mobility to work in a standard office setting and to operate standard office equipment, including a computer and calculator; interpret printed materials and a computer screen; mobility to inspect various solid waste collection sites and communicate with people in person, before groups, and over the telephone. Maintain static postures for extended periods of time, frequent repetitive use of hands and arms including grasping; occasionally bend, stoop, stretch and reach; have strength and stamina to safely transport up to thirty (30) pounds.

**2394.14** Work Environment. Indoors in a climate-controlled office environment working around computer monitors. Also requires outdoor exposure to inclement weather conditions, noise, dust, fumes, odors, heavy equipment, such as garbage trucks and hazardous materials; works with or around others, or alone.

*This description reflects CVSan's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Signature

\_\_\_\_\_

**\*\*\* END OF POLICY \*\*\***