

## CITY OF HAMILTON

**PUBLIC WORKS DEPARTMENT**  
**WASTE MANAGEMENT DIVISION – WASTE POLICY AND PROGRAM SECTION**  
**LOCATION – 100 KING STREET WEST, 14<sup>TH</sup> FLOOR**

### **OUTREACH COORDINATOR - CUPE 5167**

#### **SUMMARY OF DUTIES**

Reporting to the Project Manager, Community Outreach, the Outreach Coordinator is responsible for educating the public about proper waste management practices and waste management programs. The Outreach Coordinator will represent the Waste Management Division at public events, implement, coordinate, and maintain educational programs, and oversee initiatives that contribute to waste diversion efforts. As a key member of the Waste Management team, this position will serve as a liaison with internal and external stakeholders and take the lead on project-based tasks when necessary.

#### **GENERAL DUTIES**

Acts as a liaison with the public to promote and educate about various programs and services. Represents the division at community events, festivals, meetings, and lead presentations as needed.

Works closely with section staff to address public concerns and requests in a timely manner, ensuring that feedback is incorporated into outreach planning.

Distributes promotional and educational materials to residents, property owners, and business owners regarding to divisional programs and services.

Facilitates the delivery of diversion containers, supplies, and educational material to properties and events during program implementation or as part of on-going program maintenance.

Provides coordination and administrative support for outreach initiatives, programs, public messaging, vendor troubleshooting, and daily issues to ensure services align with policies and procedures.

Maintains database records including complaints, performance data, and cost analysis.

Coordinates, organizes, and plans activities relating to program monitoring and follow-up.

Assists in the development, coordination, and administration of programs and services while monitoring division policies, standards, and requirements.

Aids in the preparations of procurement documents as needed.

Evaluates performance of programs and reports findings to the Project Manager, Community Outreach.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Provide training and guidance to Outreach Co-op students in public education related tasks.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

#### **QUALIFICATIONS**

1. Relevant experience in areas such as Waste Management, Environmental Science, or Education, typically acquired through a combination of education and practical work experience.
2. Previous work experience with Waste Management would be considered an asset.
3. Previous experience in public engagement, customer-focused environment, and delivering presentations in

both an office and field environments.

4. Intermediate level Microsoft Word, Excel, Outlook and PowerPoint, Experience using Hansen/IPS, GISNet, and Amanda is preferred.
5. Ability to deal effectively with management, peers, staff and the public. Must be able to communicate professionally, both verbally and in written form.
6. Ability to organize and prioritize multiple tasks to meet deadlines.
7. Capacity to quickly assess and address a variety of issues and concerns raised by supervisors and colleagues.
8. Ability to work independently as well as collaboratively in a fast-paced environment. Strong conflict resolution skills are required.
9. Event management skills are preferred.

**NOTES:** Must be physically able to lift up to 50 lbs. independently and handle large or heavy items, including loading and unloading materials for outreach events.

Availability to work outside regular hours, including evenings and weekends, depending on project needs.

Must hold and maintain a Class "G" Driver's License valid in the Province of Ontario and a point-free driving record and or record found to be satisfactory to the City of Hamilton.

Daily travel is required.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED REHIRE.**