

Eco-Cycle CHaRM Educator

Job Description

Full Time – Non-Exempt

Email Cover Letter & Resume to recycle@ecocycle.org or apply [HERE](#)

Eco-Cycle, one of the oldest and largest non-profit recycling organizations in the nation and a leader in resource conservation and Zero Waste, seeks a staffer to support the activities of the Center for Hard to Recycle Materials (CHaRM.) The Eco-Cycle CHaRM Educator is a staff-level position that supports the public-facing customer service functions of Eco-Cycle's CHaRM facility. This position conducts transactions with CHaRM customers and adheres to a professional and efficient standard of work and collaboration with other team members. The Educator is expected to effectively interact with customers, coworkers, and equipment to ensure a safe facility and experience for all.

EXPECTED SCHEDULE

- Minimum two to three days per week 8:45-5:15 (alternate days or half-days possible)

JOB RESPONSIBILITIES

The Educator is part of a team that directly interacts with all CHaRM customers and guides them through their experience at our facility and processes all customer transactions. They are the first contact with customers and set the tone for the transaction, as well as educate customers on what we accept and why. All Educators will be provided with ongoing on the job training and development opportunities including tours of partner facilities. Educators perform the following functions:

- Providing excellent customer service and conducting financial transactions for residential and commercial customers bringing in 25 different types of hard-to-recycle materials ranging from electronics to plastic bags.
- Offering direction to customers as to where their materials go within the CHaRM site.
- Guiding customers toward other community and regional resources to properly manage materials not accepted at CHaRM.
- Communicating with other CHaRM staff to ensure the highest level of customer service and effective teamwork.
- Utilize data management systems (Square POS) to support the gathering of critical customer and material data.
- Facilitating face-to-face recycling education to customers.
- Assisting with materials processing and evaluation.
- Maintaining a positive relationship with other CHaRM staff and materials partners.
- Balancing the cash register and POS system at the end of each day.

QUALIFICATIONS

- Curiosity and a desire to learn about the complexities of our consumer culture
- Committed and passionate about helping to create social change for the good of the environment in both the local and global community, with a lifestyle that reflects an environmental ethic.
- Excellent customer-service experience.
- Excellent communication skills (written and verbal).
- Easy going and friendly attitude to ensure a fun working environment
- Proficient in Microsoft Office programs and Google Docs, with a basic knowledge of the internet and social media.
- Independent and self-motivated; a self-starter who enjoys taking the initiative and helping to problem-solve with others.
- Familiarity with Boulder County and recycling/Zero Waste issues a plus.

COMPENSATION

- This is an hourly position with a starting rate of \$18.50 per hour
- Fringe benefits may include:
 - Paid time off including vacation and sick leave
 - 7 paid holidays
 - Employer match for health/dental insurance and 403b retirement savings

TO APPLY

Interested candidates should send a cover letter and resume to recycle@ecocycle.org The position will remain open until filled. No phone calls or drop-ins please.

Eco-Cycle is proud to be an Equal Opportunity Employer and workplace. We seek to recruit, develop, and retain the most talented people from a diverse candidate pool to better serve our mission of bringing Zero Waste to all communities. We celebrate, support, and thrive on diversity and are committed to creating an inclusive environment for all employees and volunteers. Eco-Cycle prohibits discrimination and harassment of any kind. Eco-Cycle employment decisions are based on job requirements and individual qualifications, without regard to race, religion, color, national origin, gender, sexual orientation, gender identity and expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.