



Eco-Cycle Hard-to-Recycle Coordinator

**Boulder, CO
December 2025**

Eco-Cycle, one of the oldest and largest nonprofit recyclers in the country and a pioneer in the Zero Waste movement, seeks a staffer to support the Business Manager of CHaRM and Zero Waste Hauling as well as supporting our Zero Waste Hauling and Center for Hard-to-Recycle Materials (CHaRM) clients at our Boulder headquarters. Our team provides hauling services for recycling, composting and Hard-to-Recycle (HTR) items to businesses and institutions as well as HTR material evaluations and market development. In addition, we provide professional services, including trainings, consulting, waste audits and other services to assist our clients in achieving their respective Zero Waste goals.

Employee Title: Hard-To-Recycle (HTR) Coordinator

Employee Status: Hourly, 40 hours/week with benefits

Reports To: Business Manager and Interdepartmental Lead

Compensation: \$23-26/hr, depending upon experience, expertise

POSITION DESCRIPTION

Eco-Cycle's HTR Coordinator is primarily an externally focused position working with the customers of our Zero Waste Hauling and CHaRM operations. This position includes a few Saturdays a year and off hours on occasion.

SPECIFIC RESPONSIBILITIES

EXTERNAL

- Deliver excellent customer service to existing and new clients in an effort to cultivate our relationships as partners in pursuit of Zero Waste.
- Act as primary contact by email and phone for customers.
- Assist clients with service requests and adjustments.
- Coordinate with Eco-Cycle's Logistics Coordinator to deliver on-call and other special services.
- Coordinate with Eco-Cycle's CHaRM Operations Manager to schedule delivery of materials to our warehouse.
- Provide support for HTR one-time collection events at businesses.
- Coordinate Eco-Cycle's "CHaRM on the Road" program for municipalities in Boulder County.
- Support new customer acquisition through site visits and walk throughs.
- Assist with material evaluations, collection strategies and market development for unique HTR materials.
- Generate sales opportunities through multiple channels, including cold calls, e-mail, and in-person meetings.
- Provide on-site training for businesses about all Zero Waste practices.
- Act as the backup HTR route operator. This includes driving a non-CDL 26-foot box truck, picking up material from businesses, and delivering them to the CHaRM or other disposal sites.

INTERNAL

- Act as a bridge between clients and Eco-Cycle drivers to ensure we maintain both a high level of service and compliance with materials guidelines.
- Utilize a cloud-based business management software system, Navusoft, and POS and Square.
- Collaborate with and provide support for the Business Manager, Corporate Relations Coordinator, and our finance team, as well as information requests from Eco-Cycle staff.
- Commit to attending trainings and meetings that keep staff up-to-date on recycling guidelines.

QUALIFICATIONS & COMPETENCIES

- Strong recycling/composting/Zero Waste and sustainable materials experience or passion, and an active interest in furthering these efforts within the business sector.
- Excellent customer service and sales experience.
- Flexibility and “can do” attitude to jump in and respond to needs of the team as they arise.
- Strong IT skills: Confident in database management and cloud-based software, and knowledge of computer software applications that include spreadsheets and word processing.
- Comfortable working in an open office environment.
- Cheerful attitude and presence over the phone.

COMPENSATION & BENEFITS

The position is for 40 hours per week, generally from 8:00 am–4:00 pm on site. The compensation range is \$23-26/hr for a full-time equivalent (FTE), depending on experience and expertise, plus benefits.

Benefits include:

- **EcoPass** to ride local and regional buses and trains for free.
- **Paid time off**, including six paid holidays, plus two paid Personal Days off per year; accrued vacation starting at 10 days/year; accrued sick leave; and two weeks of full pay for maternity/paternity/adoption leave.
- **Health benefits**, beginning after 60 days, including health, dental, and vision; plus Life Insurance, and Short-Term and Long-Term Disability.
- **Retirement benefits**, beginning to accrue after one year, with a 403(b) retirement plan that employer will match up to 3%.

TO APPLY: Please submit a cover letter and resume to recycle@ecocycle.org with “HTR Coordinator” in the subject line. Applications will be accepted until the position is 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.