

Position: Scale Attendant/Front office Attendant

Location: Salish Soils, Sunshine Coast BC

Date: January 15th, 2025

Front Office Attendant

Functional Summary

Reporting to the Ops Supervisor, the main role of the front office attendant is to be the face of Salish Soils interacting with all customers coming to the front office in person, on the phone, and by email with the highest-level of customer service.

Safety

- Attends safety meetings if scheduled. Independently follows up on safety meeting notes signing that they have read and understand what was discussed
- Steel toe boots and a high visibility vest are required at all times
 - Safety glasses required when outside
- Follows all Salish Soils policies and procedures

Front Office

- Be knowledgeable on the products and answer all customer questions in a kind and courteous manner
- Ensure the phone and emails are answered and all messages are promptly dealt with or forwarded to the appropriate person
- Sell products, schedule deliveries, and process payments
- Communicate safety policies to customers and contractors
- Maintains respectful radio etiquette and stay in communication with loader operators as required
- Take in calls from curbside waste service complaints accurately logging each call and escalating as appropriate
- General upkeep of the office
- Other duties as assigned

Reports to: Ops Supervisor

Scale Attendant

Functional Summary

Reporting to the Ops Supervisor, the main role of the scale attendant is to be the face of Salish Soils interacting with all customers coming through the scale with the highest-level of customer service.

Safety

- Attends safety meetings if scheduled. Independently follows up on safety meeting notes signing that they have read and understand what was discussed
- Steel toe boots and a high visibility vest are required at all times
 - Safety glasses required when outside
- Follows all Salish Soils policies and procedures

Scale

- Greets customers and answers questions in a kind and courteous manner
- Visually inspects loads and advises customers of disposal fees in a courteous manner
- Ensures incoming loads are safe and do not contain any prohibited or banned material
- Directs vehicles to the proper location on site
- Inputs customer information and disposal item information into the scale software and takes payment from customers
- Maintains respectful radio etiquette and stays in communication with loader operators as required
- Completes general upkeep of the scale house and surrounding area
- Other duties as assigned

Reports to: Ops Supervisor