

**GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION**

**Contract Recycling Supervisor – JOB # NT040**

**DEPARTMENT:** CONTRACTS

**EMPLOYMENT STATUS:** Full-Time/Non-Exempt/Hourly

**REGULAR WORK SCHEDULE:** 7:00a.m. – 4:00p.m.; Monday – Friday. Hours may vary and fluctuate based on the needs of the contract site. Mandatory overtime

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Supervise general operations of the recycling contract between Goodwill Industries-Knoxville, Inc. and West Rock. Provide assistance to the Commercial Services Coordinator in all aspects of contract operations, including floor management and day-to-day operations. Responsible for supervision of all staff employed by Goodwill assigned to the West Rock facility and individuals working on a temporary basis through temp agencies. Act as contact person when Commercial Services Coordinator is not present. Assist in monitoring of material quality and worker productivity. Responsible for reporting safety concerns or equipment malfunctions immediately.

**SUPERVISION RECEIVED:** Minimal: Reports to the Commercial Services Coordinator

**SUPERVISION EXERCISED:** Supervises all Contract Recycling Staff and temporary staff assigned to this location.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- A. Responsible for ensuring the completion of all daily operations of the duties assigned in the contract between Goodwill Industries-Knoxville, Inc. and West Rock, as assigned.
  - 1. Responsible for materials receiving, including mixed residential and industrial materials, as well as textiles and other sorted materials. Includes safe and efficient sorting, storage and record keeping.
  - 2. Responsible for materials sorting by commodity, placing recyclables in appropriate bins for additional processing,
  - 3. Responsible for quality control by proper sorting of materials.
  - 4. Responsible for ensuring that a clean, organized, and safe work area is provided. Responsible for assigning additional cleaning duties, as necessary.
  - 5. Responsible for ensuring that daily, weekly and monthly pre-shift maintenance tasks are completed.
  - 6. Responsible for maintaining smooth, continuous, efficient operation by assisting the team in any function/role as needed.
  - 7. Responsible for ensuring that the outside area around the contract site remains clean and free from recyclables, donations, debris, trash, etc.
  - 8. Responsible for alerting the Commercial Services Coordinator, VP of Commercial Services, or the VP of Workforce Development to any problems with the staff working at the contract site.
  - 9. Responsible for alerting the Commercial Services Coordinator of any problems with equipment, supplies or any other problem occurring in the operation at the contract site.
  - 10. Responsible for all duties of Recycling Sorters as necessary to ensure successful daily operation of the contract and other recycling operations.
- C. Responsible for working to achieve program goals and objectives in accordance with Contract Departmental Goals and/or contract requirements.
  - 1. Tracking weekly, monthly and quarterly goals and goal accomplishments.
  - 2. Responsible for completing all reports and other requested information in a timely manner as required by GWIK policy. This information includes, but is not limited to timecards and performance reviews.
- D. Responsible for working as a member of the team on the contract site.
  - 1. Attending Contract staff meetings as requested to review program operations, new policies, procedures and paperwork, staff issues, facility issues, and other location concerns.
  - 2. Working with the Commercial Services Coordinator to create solutions for identified problems and to implement solutions within the facility.
  - 3. Being a good role model to all staff by following organizational policies and procedures.
- E. Responsible for attending all required Safety training as requested. Responsible for the health and safety of all staff assigned to the contract sites.
  - 1. Reporting immediately any accidents or Worker's Compensation injuries to the Commercial Services Coordinator, Safety Director and/or VP of Commercial Services and completing the proper paperwork.
- F. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
- G. Responsible for reviewing and learning the policies and procedures contained within the Personnel Manual.
- H. Responsible for maintaining satisfactory attendance and punctuality for themselves and their employees based on GWIK policies and procedures.
- I. Responsible for working under the direct supervision of the Commercial Services Coordinator to accomplish all the department's essential duties and responsibilities, including all other duties as assigned by the Commercial Services Coordinator.

**ANNUAL PERFORMANCE STANDARDS:**

POINTS RANGE	STANDARD
0-50	Supervision of Staff/General operations/Floor management--Effectively managing and training staff and holding each accountable for their assigned job duties. Fostering teamwork in the facility. Good listening skills and remains calm when confronted with problems. Maintenance of equipment. Direct off-loading & loading of materials
0-30	Promoting Teamwork/Leadership/Record Keeping-- Supports the Commercial Services Coordinator and Goodwill policies with all staff. Maintains proper and accurate records. Provides leadership throughout the entire organization. Fosters goodwill and motivation. Maintains a positive demeanor at all times.
0-20	Initiative--Takes initiative to complete tasks without being asked. Always taking steps to improve the West Rock operations. Willingness to work whenever and wherever needed. Takes initiative to promote safety/security consciousness. Open to new ideas or changes.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Must be able to operate balers and any other equipment used in the contract between Goodwill Industries-Knoxville, Inc. and West Rock. Must possess common sense in safety; know safety procedures and lifting techniques. Must be able to maintain accurate records of incoming and outgoing materials. Must be able to supervise contract staff.

**REQUIRED LICENSES, CERTIFICATES, and REGISTRATIONS:** Must be able to operate horizontal and vertical balers.

**MINIMUM EXPERIENCE REQUIREMENT:** None

**MINIMUM EDUCATION REQUIREMENTS:** None

**ACCESS TO CONFIDENTIAL INFORMATION:** None

**HANDLE ORGANIZATIONAL FUNDS:** Not part of regular duties

**LANGUAGE SKILLS REQUIRED: Level 2**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers and other employees.

**MATHEMATICAL SKILLS REQUIRED: Level 2**

Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY REQUIRED: Level 4**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

**PHYSICAL DEMANDS:** This is a MEDIUM position (exert up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects)

**AMOUNT OF TIME IN JOB**

	None	Occasionally	Frequently	Constantly
Standing	___	___	___	<u>X</u>
Walking	___	___	___	<u>X</u>
Sitting	___	<u>X</u>	___	___
Using hands to feel or handle	___	___	___	<u>X</u>
Reaching with hands and arms	___	___	___	<u>X</u>
Climbing or balancing	___	<u>X</u>	___	___
Stooping, kneeling, crouching, or crawling	___	___	<u>X</u>	___
Twisting, bending, and turning	___	___	<u>X</u>	___

**VISUAL REQUIREMENTS:**

Must have good close and distance vision, have the ability to adjust focus, have good peripheral vision, and no color or depth perception problems.

**ENVIRONMENTAL CONDITIONS:**

Work around moving mechanical parts, traffic conditions, hot and humid conditions, cold and damp conditions, fumes/airborne particles, outdoor weather conditions, extreme hot/cold conditions, smells, dirt, cement floors and vibration.

**NOISE LEVEL IN WORK ENVIRONMENT:**

Moderate to Loud

**OTHER SPECIAL REQUIREMENTS:**

Must have reliable transportation. Must be willing to wear safety equipment, as required, including: safety gloves, eye goggles, ear protection, work boots, hard hats and overalls.

**DISCLAIMER:**

**This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.**

**Revised 11/17; Revised 12/16; Revised 7/16; Revised 5/15; Reviewed 12/14; Reviewed 12/13; Reviewed 12/12; Revised 11/11; Revised 11/10; Revised 11/09; Initial 2/09**